

☒ CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED

92

Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
5-06-58-20 (DTS 06E1390)	5
REGISTRATION NUMBER	

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME

Department of Technology Services

CONTRACTOR'S NAME

SBC Global Services, Inc. dba AT&T Global Services

2. The term of this

Agreement is

1/30/2007 through 1/29/2012

3. The maximum amount of this agreement after this amendment is:

N/A

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

a. Replace the following pages:

- Attachment 3 Section 6.1.2.5 Central Office Exchange Basic Services (1-57) with amended section (1-58).
- Attachment 4 Section 6.1.2.5 Central Office Exchange Basic Services (1-25) with amended section (1-25).
- Attachment 3 Section 6.1.2.9.4 Local ACD MIS System (1-4) with amended section (1-4).
- Attachment 4 Section 6.1.2.9.4 Local ACD MIS System (1-3) with amended section (1-4).

b. Insert page:

- Final Proposal, MSA 1, Volume 1-Section 6.1.11.2.3.c Central Office Exchange Basic Services, Service level Agreements (SLAs) (6-771A).

This Agreement is effective upon the start date, or DGS approval, whichever is later.

All other terms and conditions of the original agreement shall remain the same.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR

CONTRACTOR'S NAME (if other than an individual, state whether a corporation, partnership, etc.)

SBC Global Services, Inc. dba AT&T Global Services

BY (Authorized Signature)

DATE SIGNED (Do not type)

PRINTED NAME AND TITLE OF PERSON SIGNING

ADDRESS

AGENCY NAME

Department of Technology Services

BY (Authorized Signature)

DATE SIGNED (Do not type)

PRINTED NAME AND TITLE OF PERSON SIGNING

M. Driver, Chief, Administrative Services Branch

ADDRESS

P.O. Box 1810, MS 304, Rancho Cordova, CA 95741-1810

CALIFORNIA  
Department of General Services  
Use Only

12/12/08 **GENERAL SERVICES**  
**LEGAL SERVICES**

DEPARTMENT OF GENERAL SERVICES  
PROCUREMENT DIVISION

APPROVED

BY

DATE

12/19/08

☐ Exempt per:

## 6.1.2.5 Service Identifier: Central Office Exchange Basic Services

### *Description of Service*

Centrex is a business voice communications product that we can provision over copper and fiber facilities. This service includes station wiring to the jack. These facilities originate in our central office. We maintain all facilities 24x7. Central offices have back-up generator power in the event of a commercial power failure. Additionally, we've seismically reinforced our COs.

### *Availability*

Centrex is available statewide except as noted regarding Electronic Business Services (EBS). Certain features may only be provided where facilities are available.

### *Features*

Feature Name	Identifier	Feature Description	Additional Information
Primary Station Line (Bundled)	RXR++ or JCP++, AAFTX, AAF or BAF, E8A, EMW	Provides basic access and station line plus Call Transfer, Consultation Hold, 3 Way Calling, and Message Waiting Indicator.	EMW is only available if Voice Mail is also order.
Simultaneous Ring	S3M	Allow incoming calls to ring on multiple devices (i.e. desk, cell, pager)	
Caller ID Complete Blocking External Calls Only	CNMEX	Blocks caller ID on outgoing external calls only, allowing intra-system calling name & number to be displayed.	
Restricted Access	LCC, CAT	Limits phone access on selected lines so that only authorized numbers and regions can be called.	
Ringback Notification (Automatic Callback) station feature	SAK	Automatically notifies the End-User when a previously busy station becomes idle and then the End-User can redial that station	Require Automatic Callback system feature. Automatic Callback is not compatible with Call Return

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Communications Management Service	VeraSMART	Communications Management Service/VeraSMART is an easy-to-use, fully integrated, scalable, and a totally web-based software application that enables rapid implementations of outsourced, hosted or licensed solutions. VeraSMART effectively manages resources, boosts organizational efficiency, improves cost management and productivity, and automates work flow process management. The managed service consists of the following: VeraSMART™ Invoice Management, Asset Management, Online Directory, Call Accounting, Allocations, Online Ticket Manager and Work Order services (“Managed Services”). Any servers, hardware or software required to perform the Managed Services detailed are provided as part of the Managed Service; no title to any hardware or software shall be licensed to Customer.	
Transfer Recall	1BT++	Blind Transfer with Recall Identification allows you to transfer a call to another party without waiting for that party to answer. If the party does not answer within a specified period, the call is returned to the original station.	
Busy Call Forwarding	E6G++	Automatically re-routes calls to another station or voice mail box as designated by the End-User when the line is busy.	Forwarding to International Direct Distance Dial is not allowed. Call Waiting and this feature are mutually exclusive
Call Forward Ring No Answer	E9G++	Forwards calls to a number designed by the End-User after a selected number of rings.	Forwarding to International Direct Distance Dial is not allowed. Call Waiting and this feature are mutually exclusive

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Custom Call Forward Ring No Answer	E5G++	Allows End-Users to program Call Forward busy line and/or don't answer from their own station .	Forwarding to International Direct Distance Dial is not allowed. Call Waiting, Call Forward Limited and Call Forward Unlimited and this feature are mutually exclusive
Restricted Call Forward	E7G++	Allows End-Users to forward calls to other phone lines either inside or outside the same system.	Forwarding to International Direct Distance Dial is not allowed. Call Waiting and this feature are mutually exclusive
Call Park	DMSCP	Call Park allows users to “park” a call against a Centrex number. You can retrieve the call from another extension by dialing a code and the number where the call terminates. Enables you to move around as needed and still be accessible to important customer calls.	
Call Pickup Group Feature	E3N	Call Pickup allows you to answer calls directed to another line within the same Centrex pickup group by dialing a code, providing faster service to customers.	Requires Call Pick-up Line
Callback (Call Return)	CALRT	Call Return lets you return your last incoming call with a simple code or a single button, even though you may not know who called.	not available on- Electronic Business Sets (EBS) (USOC RXC++),- EBS Virtual Directory Numbers (USOC VDP),- Centrex ISDN (USOC SDN++),- Centrex ISDN Secondary Number Appearances

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Call Screen	CALBL	Call Screen manages interruptions by diverting annoying or harassing calls. This feature allows routing of up to ten customer-designated numbers directly to a prerecorded announcement.	not available on-Centrex ISDN (USOC SDN++),- Centrex ISDN Secondary Number Appearances, (USOCs SAVH+ & SEDN+)
Call Trace	CLRTR	Call Trace provides a means to help trace the number from which harassing or threatening calls originate.	not available on-Centrex ISDN (USOC SDN++),- Centrex ISDN Secondary Number Appearances, (USOCs SAVH+ & SEDN+)
Call Waiting	E6CCS (Incoming) E6N (Intragroup), ESZ (Originating)	Call Waiting alerts you to incoming calls with an audible tone while you are on the line. Provides employees the freedom to use the phone but not miss an important call.	Call Waiting when selected takes precedence over Call Forward Busy and Call Forward Don't Answer. Call Forward Variable takes precedence over Call Waiting. Call Waiting will not be activated if the called station is dialing or has activated Call Hold. Waited calls cannot be answered using Call Pickup. Controller of a 6 port conference cannot receive a waited call.
Caller ID	CAL1D	Displays the incoming callers' phone number on Caller ID compatible Equipment.	
Hot Line	HHCCD	Automatically establishes connection to a predetermined number when the End-User goes off hook.	Speed Calling, Call-Forwarding, and Call Pickup and this feature are mutually exclusive.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Telephone Management System	MSC	Centrex Mate is a flexible, convenient and cost-effective feature that allows you to manage your Centrex system from your office. You can change features, rearrange stations, and customize every phone in your office without having to initiate service orders through AT&T. With Centrex Mate, you get control without the cost. AT&T provides initial training. Because Centrex Mate is so easy to use, you probably won't need any subsequent training. The State can (and already does) participate in a number of Centrex user groups throughout our region. These groups meet frequently to discuss new features and novel ways to use Centrex Mate to solve typical business problems.	Requires computer with internet access
Directed Call Pickup with Barge In	DMABG	When the system is equipped with the Barge In option, stations that attempt to pick up a call, which has already been answered, will join the existing connection. Other parties on the call are alerted by burst of tone	Requires Directed Call Pickup group feature
Make Set Busy	DMSSB	Make Busy-Access Code makes a line busy for all incoming calls when you activate the key. This frees you from the distraction of incoming calls.	This feature takes precedence over Call Waiting, Executive Busy Override and Call Forward.
Make Busy Except Group Intercom	DRRAL	Make Busy except on Group Intercom permits user to maintain a station line busy to incoming calls on phones properly equipped. Station user can place outgoing calls when Make Busy is active.	This feature takes precedence over Call Waiting, Executive Busy Override and Call Forward.
Distinctive Ringing (Priority Ringing)	RNGPR	Allows the End-User to program the phone to recognized calls from up to 10 specific numbers. A special ring is heard when one of those numbers calls	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Camp-On	DLGRP	Repeat Dialing lets you program your phone to keep dialing when your call can't go through. A special ring alerts you as soon as the busy line is free. This feature lets you attempt to complete calls to as many as ten numbers at the same time.	This feature cannot be activated on calls to: 800/888 lines, 900, Service Codes (411, 611, 811, 911), Operator Assistance or Tie Lines
Select Call Forwarding	SCF	Allows the End-User to select up to ten incoming numbers to be forwarded to another number.	SCF takes precedence over: Call Forwarding-Variable, Call Forwarding-Busy, Call Forwarding-Don't Answer, Call Forwarding-Splits Busy, Call Forwarding-Splits Don't Answer, Call Forwarding-Customer Programmable
End-User Speed Calling	ESCH6 (8 or 10 number), SPC50 (50 numbers), SPC70 (70 numbers), SPC30 (30 numbers)	Allows station user to program frequently called numbers and call them by dialing abbreviated codes instead of complete number.	ESCH6 8 numbers in 5ESS switch & 10 numbers in DSM switch
System Speed Calling	ESHC3 (30 numbers) , SPD30 (30 numbers), SPD50 (50 numbers), SPD70 (70 numbers)	Speed Calling-Expanded Number Group improves your calling efficiency for frequently dialed numbers by allowing you to dial a code for a list of preprogrammed numbers.	ESHC3 only available in 5ESS switch, SPD30 only available in DSM100
Uniform Call Distribution -(UCD) each group	DMSUC	UCD allows incoming calls to a single telephone number, called a listed directory number (LDN), to be distributed to a group of Centrex extensions.	Requires UDC line

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Uniform Call Distribution (UCD)-each line	DMSCD	UCD allows incoming calls to a single telephone number, called a listed directory number (LDN), to be distributed to a group of Centrex extensions.	Requires DMSUC
UCD Forwarded Call Information (FCI)	A5VFC	Used to provide information on calls that have forwarded to a voice mail or message desk computer. Allows personalized voice mail greetings & triggers message waiting indication.	Requires UCD group and UCD line. Requires Voice Grade circuit
UCD Call Waiting Signal	A66CE	Provides signal for visual and audible indication of delay experienced by a call, which has been waiting in queue the longest. Also known as Queue Status Lamp Provides visual indication of delay experienced by a call which has been waiting in queue the longest Permits use of up to three lamps to indicate various timing states of delay Delay times are specified by customer and/or are limited in each switch type	Requires UCD group & VG32 circuit between Central Office and customer premises for each lamp. See Special Access Services - Voice Grade, for order information, rates and charges. Requires Customer Provide Equipment (CPE) lamps
Executive Busy Override	DMSEB	Permits a station End-User to interrupt on a station that has a call in progress. Parties engaged in conversation hear a warning tone before a new caller joins their conversation.	This feature is not compatible with Hunting and Call Waiting. This feature cannot be activated on a three-way call, call transfer or on calls forwarded by Call Forward.
Call Forward Status Display per system	FRWRD	Call-Forward Reason Display gives you and the person calling you the originally-called number, the forwarded-to number, and the reason the call has been forwarded (i.e.-all calls to that set are forwarded, the call was not answered, or the phone is busy).	Requires Electronic Business set with display.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Calling Name Display Group	SNDSY	Enables members of an EBS group to view the name of the incoming group member's name	Name display can only be viewed on a compatible EBS set display. Requires Calling Name Display Line (SND) for each member.
Calling Name Display – Line	SND	Enables the name of a person placing a call to be displayed on an EBS set.	Requires Calling Name Display Group (SNDSY) May be assigned to a single line or EBS set. Name display can only be viewed on a compatible EBS set display.
Group Intercom - All Calls	GRPAL	Allows member of a group intercom to simultaneously page up to 29 predefined EBS equipped members of the same GIC group. EBS only.	Requires Group Intercom
Direct Inward System Access (DISA)—each DISA directory number	DMSDS	Permits selected callers to dial into a Centrex system and gain access to system's network facilities and features without assistance from an attendant. A DISA directory number is a 7 digit number from the Centrex number range. DISA directory number can be associated with an 800 number.	DISA Authorization codes are required. Only one transaction at a time per DISA access is allowed. Once a transaction is completed, caller must hang up and dial DISA number again.
DISA Authorization codes common equipment—each system	ATZCD	DISA Authorization codes common equipment—each system Any Centrex system feature that uses an access code can be accessed via DISA Examples: DDD calls to numbers outside the Centrex system, Flexible Route Selection, Direct Digital Interface (DDI), Tie Lines. Authorization Code dialing timeouts can be directed to an attendant console if the system is equipped.	Requires Direct Inward System Access (DISA).

Feature Name	Identifier	Feature Description	Additional Information
DISA Auth codes—first 100 codes or fraction thereof	1HN	DISA Auth codes—first 100 codes or fraction thereof	Requires Direct Inward System Access (DISA).
Automatic Callback system	ACY	System feature Automatically notifies the user when a previously busy station becomes idle and then optionally enables the user to redial that station.	Requires Automatic Callback line feature. Not compatible with Call Return
Additional B Channel Devices	APDCS	Additional B Channel Devices. This feature is also known as B Channel Contention. Customers with Centrex-IS Package (USOC BAPKG) may also have additional B Channel Directory Numbers assigned for additional devices or services	ISDN only. Installed devices will contend for use of the 2 B channels -customer assumes any responsibility for any blocked calls. Only 2 B channel devices can be in use at one time on the same wire pair. Maximum of 6 APDPS numbers allowed per line.
Optional D Channel Packet Device	APDPS	Allows customers with the Centrex-IS Package the option of selecting D Channel Packet Service for an additional cost. One APDPS feature is required for each D Channel Packet Device that will be connected to the line. Includes access for one device with a primary directory number and up to four (4) logical channels. Packet provisioning parameters are included at no additional charge with each Optional D Channel Packet Service	ISDN only. CPE must be able to support additional logical channels- <i>Service is grandfathered. Supporting existing customer only. No new customers will be allowed to have this service</i>
Flexible Route Selection common equipment	ARQES	Automatically routes calls over a specified sequence of customer designated routes as available	

Feature Name	Identifier	Feature Description	Additional Information
Analog Shared Directory Numbers	ASDN+	An additional appearance of a Centrex Basic (analog) Primary number on an ISDN set in the same Centrex system. Same number can appear on up to 7 additional sets (for a maximum of 8 appearances, system wide).	<u>ISDN only. 5ESS-rules:</u> Treatment code is the same wherever that number appears. Same number can appear on up to 7 additional sets (for a maximum of 8 appearances systemwide). Multiple appearances can be shared, but the shared location cannot have more multiples than the primary. Shared appearances can have: Abbreviated and Delayed Ringing, or Privacy. <u>DMS rules:</u> Can not appear on key 1 of the terminal. (Key 1 is reserved for the primary number.) If the number is shared, it can not have multiple appearances.
Automatic Route Selection— Electronic Tandem Network	ASH	System feature, common equipment. Permits aggregation of internal and outgoing call placement for optimization of network facilities.	One required per access code.
Direct Out	ASUM9	Provides a dialing plan that allows calls from within the Centrex to be placed to numbers outside the Centrex without dialing an access code	

Feature Name	Identifier	Feature Description	Additional Information
Area Wide Centrex (AWC)	AWCX3	Links multi-location, inter-exchange, intra-LATA Centrex business systems into a common Centrex business system. Provides an abbreviated statewide dialing plan via AIN software capabilities. Suppresses usage charges for inter-Centrex, intra-LATA voice calls ("On-Net") between participating customer's AWC locations. Provides broadened Carrier Select (optional) and Route Select (optional) decision points to include: NPA/NNX , Specific Date, Percentage Allocation, Current Time of Day, Day of Week. Custom Virtual Network (CVN) not required	<ul style="list-style-type: none"> <li>• Centrex required on originating telephone numbers</li> <li>• Central office must have: SS7 technology and Advanced Intelligent Network (AIN) platform</li> <li>• Originating Number must be AT&amp;T Centrex</li> <li>• Both originating and terminating numbers must be AT&amp;T Centrex numbers in same LATA for On-Net calling</li> <li>• Terminating number may be other than AT&amp;T Centrex for Off-Net 1 or Off-Net 2 calling</li> <li>• If subscription to AWC is required in a single Centrex common block that serves one or more physical locations (based upon service address), all Centrex stations in at least one of locations must subscribe to AWC feature.</li> <li>• Requires minimum of two BTN's (one must be a Centrex #): Must be for same customer and no vacant access codes</li> <li>• Verify no code conflicts with dialing plan access code</li> <li>• Requires standard 9+ dialing plan, no Assume 9 or any Direct Out dialing</li> </ul>
Area Wide Centrex Modification charge "per line"	AWCX5	Add/Simple change to dialing plan per AWC line	
Area Wide Centrex Modification charge "for 15 lines or more"	AWCXC	Change dialing plan/Complex change per system (15 or more AWC lines)	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Centrex-IS Package	BAPKG	ISDN service for Centrex line Package includes any combination of Voice, Data and/or Alternate Voice/data on either/ both B channels	ISDN only. Requires a Centrex ISDN Primary Station Line, an access facility and trunking
Distinctive Ringing DMS	GDR	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch	System Distinctive Ringing is applied to all stations in system and is not provided selectively to individual stations
Distinctive Ringing line	BRT	Provides station users the ability to determine the source of an incoming call by using a unique ringing pattern determined by switch	Allows station user to determine the source of an incoming call by the pattern of audible ring or Call Waiting tone
Select Call Acceptance	CALAC	Feature gives station user the ability to only accept calls from specific telephone numbers. Up to 31 telephone numbers can be on this list.	
Conferencing-Station Controlled Large-system	CCS	Allows the user to establish a conference call of up to 30 conferees including the originator.	requires CCSLG (line feature)
Conferencing-Station Controlled Large line	CCSLG	Allows the user to establish a conference call of up to 30 conferees including the originator	requires CCS (system feature)
Caller ID Selective Blocking	CNMBK	Selective Blocking Prevents the subscriber's number from being displayed. Station user manually blocks number delivery on a per call basis by dialing *67 before placing call.	
Caller ID - Complete Blocking	CNMCS	Complete Blocking with Selective Unblocking Automatically blocks number delivery on all calls. Station user may deactivate blocking on a per call basis by dialing *82.	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Directed Call Park	CPARK	Allows a user to hold a call on one Centrex line and pick up that call from another Centrex line.	
Direct Digital Interface	DDA++	Direct Digital Interface transport facility termination	
Direct Inward and Outward Dialing	DDT	Enhances Call Transfer-All Calls and Universal Call Transfer to let a station user transfer DID calls to a remote number outside of Centrex system. Once transfer leg is established, station user can hang up and call is maintained	
Directed Call Pickup without Barge In	DMA1E	Answer an incoming call for a specific station from another station within a pre-selected group of lines	Requires Directed Call Pick up System feature.
Directed Call Pickup	DPG	Directed Call Pickup	Requires directed Call Pick Up line feature
Conferencing-Station Controlled Small	DMS6P	Allows the user to establish a conference call of up to 6 conferees (including the originator).	
Automatic Answer Back	DMSAA	Incoming calls to the Centrex EBS are automatically answered after four seconds and placed on user speaker phone-EBS Only	Requires a hands-free EBS or MBS set. Call Forward - Don't Answer and this feature are mutually exclusive.
Automatic Dial	DMSAD	Allows user to program and call frequently called numbers by depressing a single key. EBS only	
Centrex Direct Connect	DMSAL	Automatically establishes connection to a predetermined number when the user goes off hook.	
Group Intercom	DMSGC	Enables station user to Call another member of a pre-designated group using 1, 2, 3, or 4 digit code from a group intercom key	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Last Number Redial	DMSLR	Enables a user to automatically redial the last called number.	
Speed Calling— Network	DMSNS	Allows Centrex station access to common speed call list of frequently dialed numbers	
Preset Conference	DMSPC	Enables station users to establish conference call with up to 25 preselected conferees by dialing a specific conference telephone number	While on the Preset Conference Call the following features are disabled: Call Waiting, Three-way Calling and Executive Busy Override
Privacy Release	DMSPR	Allows MADN members to establish conference between other members of the MADN group by releasing the privacy the Directory Number (DN).	EBS only
Point to Point Intercom	DMSTC	Allows user to directly terminate on a pre-designated key on another EBS set by pressing the DMSTC key	EBS only
Query Time and Day	DMSTD	Displays current time and date on an EBS set.	EBS only. Requires set with display
Speed Call Short	DP8	Select from a list of frequently called numbers (preprogrammed by user). Available for both Voice and Data Services	ISDN only. 5ESS-8 numbers. DMS100-10 numbers
Distinctive Ringing system	DRR	Signals the source of an incoming call through a distinctive ring, notifying the called party if the call has originated from within or outside the Centrex	Requires BRT
Distinctive Ringing DMS Line	DRR++	Provides distinctive ringing on a per line basis. Ringing patterns assigned from a predefined list.	Requires GDR. Available on the DMS
Direct Station Selection Busy Lamp Field	DSBLF	Allows user to observe busy lamp indication on assigned feature key. User can press feature key to call monitored directory number.	EBS only

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Call Pickup Line	E3P	Allows a user to answer any ringing phone in their designated group, from their station.	Requires E3N-Call pick up group feature.
Call Forward Internal / External Splits Don't Answer	E7GDA	Allows users to direct incoming internal calls to a different number than incoming external calls.	Forwarding to International Direct Distance Dial is not allowed. Call Waiting and this feature are mutually exclusive
Call Hold	EAB	Allows a user to place a call on hold for an unlimited period of time, even on a phone with no hold button	Call Waiting tone will not be presented when the in progress call has been placed on Call Hold
Call Forward over Private Facilities line feature	EAP	Allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities	Requires EAY system feature
Call Forwarding/ Variable Limited	EAT	Call Forwarding/ Variable Limited	
Call Forward over Private Facilities system feature	EAY	System feature that allows users to forward calls to other phone lines outside the Centrex common block utilizing private facilities	Requires EAP line feature
Electronic Directory Service inactive	EDNLL	Electronic Directory Service EDS inactive member -ISDN	Per directory number ISDN only
Electronic Directory Service communications line	EDOBD	Communications line to the customer -ISDN	ISDN only
Electronic Directory Service active	EDQAP	Electronic Directory Service active member- ISDN	Per directory number. Active members must have sets with display/feature buttons and/or circuit switched data capability ISDN only

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Electronic Directory Service	EDSSF	User creates and maintains their own database of names, addresses and phone numbers for their Centrex. Information may be retrieved and displayed on voice or data terminals. -ISDN	Provided via customer provided Applications processor (AP) located at customer's premises and connected to central office switching equipment by a special "Zero B plus D" Centrex-IS line. D channel allows switch to access information for a given station number and send it to Requesting user. Only active members may access the features.
Executive Message Waiting	EMWEX	Provides for more than one message waiting key to be assigned to an EBS set. Will provide individual message waiting indicator for separate voice mail boxes	EBS only
Call Forwarding/ Variable Unlimited	ESMCS	Allows users to forward calls to other phone lines inside or outside the Centrex common block. The user "programs" the telephone with the number calls are to be forwarded to.	Forwarding to International Direct Distance Dial is not allowed. Call Forward Variable Unlimited, Takes precedence over Call Waiting, Call Forward Busy and Call Forward Don't Answer
Call Forward per key	ESMPK	Enables each directory number (DN) on an EBS set to be forwarded to a different directory number,	EBS only
Electronic Business Set Call Request	EWB	Provides message-waiting lamp on EBS when: - Call Request was activated against RXC - A message is waiting in customer's SBC Voice Mailbox - Allows user to activate/deactivate a Call Request against another RXC	EBS only

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Station Call Request with Stutter Dial Tone	EWS	Allows a user to dial a code to activate an audible or visual signal on another station equipped with message waiting. Also works with Pacific Bell Voice Mail	Not available on EBS
Flexible Route Selection Basic	FRSBA	Automatically routes calls over a specified sequence of customer designated routes as available	Requires Flexible Route Selection common equipment
Flexible Route Selection Additional Pattern	FRSPT	Additional customer designated routes	Requires Flexible Route Selection common equipment
Fast Transfer	FSTXR	Allows transfer to be completed without pressing the transfer key twice	EBS only
ISDN Group Intercom	GRPCM	Allows user to establish an intercom call.	ISDN only. Multiple occurrences are not allowed
Hunting	HTG	Automatically sends an incoming call from a busy line to the next designated line.	Not compatible with EBS MADN groups
Key Short List	KSH	Permits incoming calls to hunt up a set of Directory Numbers (DNs) on an EBS/MBS set	Not compatible with Hunting. EBS only
Circuit Switched Alternate Voice/Data on a B Channel	LCS1X	One of the Bearer services available on B Channel. Provides the users availability to switch between voice and data on a call by call basis. Services can be configured like voice or like data.	CPE sets must be capable of both voice and data. If user is active on a data call on both B Channels, a voice call attempt would be blocked. If CPE configuration is capable of more than two channels at the same time, customer must manage any contention that may arise. ISDN only

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Circuit Switched Voice Services on a B Channel	LCS5X	One of the Bearer services available on the B channel. Each voice device requires a unique directory number; however, numbers can be shared from one station to another. Secondary Directory Numbers are also available.	ISDN compatible CPE required. No extension sets are allowed. Analog CPE devices (e.g., answering machines, facsimile machines, etc.) require special adapters or may not be compatible
Circuit Switched Data Services on a B Channel	LCS6X	One of the Bearer services available on B Channel. Can "bond" B Channels to provide greater bandwidth. Centrex-IS voice service with special terminal adapters can receive analog data calls.	ISDN compatible CPE required. No analog modem required. Can only send data to other compatible services: Another Centrex-ISDN station; Customer provided "modem pool" set up for ISDN transmission; Switched 56 or 64 service for another vendor or IEC. Data calls can't be sent to analog devices unless using special terminal adapters.
Last Number Redial Set	LNRDL	EBS set user from any key can redial the last number called from any Directory Number (DN) on the set by pressing a code	EBS Only
Incoming & outgoing Call line ID	LXO	Provides number identification of both incoming and outgoing calls to CPE sets equipped with display. Available in both Voice and Data services. Two versions available: <u>Primary</u> - call information is only sent to terminal where the called directory number is primary number of the set. <u>All</u> - call information is sent to each terminal having directory numbers (i.e., primary as well as shared appearances).	Data- only assign when CPE can use display information. ISDN only

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Additional use of B Channel Primary Directory Number	MADDC	The Centrex ISDN primary number (SDNA+) can be assigned to another B channel device used for data	Only available with Custom configuration. Not available for National 1 configuration ISDN only
Meet Me Conference/30 Port	MMELG	System feature. Allows a user to conference with up to 30 conferees on a call. Conferees call into a designated number.	Limited to 16 Conference Bridge numbers per Centrex system . At least one member of the conference must be a centrex line in customer group that provides Meet Me conference number
Meet Me Conference/6 Port	MMESM	System feature. Allows a user to conference with up to 6 conferees on a call. Conferees call into a designated number.	Limited to 16 Conference Bridge numbers per Centrex system. At least one member of the conference must be a centrex line in customer group that provides Meet Me conference number.
Privacy	MPVCY	Prevents intervention from a user of a shared number coming in on a call.	ISDN Only. Both Privacy and Privacy Release may be assigned to the same voice terminal; each requires its own key

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Music On Hold— System	MUS	System feature. Provides music or an announcement on the line as the caller is on hold	Requires a <b>new</b> Music on Hold circuit to customer provided music/announcement source. (see Data Services, Dedicated Services Rider B). Requires Music on Hold-Line (MUSES). Available in DMS and select 5ESS COs
Music On Hold— Line	MUSES	Provides music or an announcement on the line as the caller is on hold.	Also requires Music on Hold system feature. Line feature must be applied to each line in the Centrex
Music On Hold— System	MUSSY	System feature. Provides music or an announcement on the line as the caller is on hold Doesn't require a new music source.	Requires a Music on Hold circuit to customer provided music/announcement source. (see Data Services, Dedicated Services Rider B). Requires Music on Hold-Line (MUSES).
Message Center Message Waiting Indication	MW1DC	EBS user can leave a message waiting indication (call request) on a Centrex line equipped with message waiting	Requires EBS set with a lamp. EBS only.
Message Waiting Query	MWQRY	EBS user with MW1DC can cancel a call request left on a Centrex line	Requires EBS set with a lamp

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
On-Net Calling Capability	ONCSC	Where provisioned On-Net Calling Capability enables a user to dial within the area of the extended Centrex without incurring usage charges. <b>THIS IS NOT THE VIRTUAL AIN BASED AREA WIDE CENTREX PRODUCT</b>	At the option of DTS/STND, On-Net Calling Capability can be provisioned in the following metropolitan areas: Sacramento, San Francisco Bay Area, Los Angeles, and San Diego. May require a number change
Closed User Group Restriction	PACC2	Restricts calls to and from Closed User Group members only	ISDN only. Requires Closed User Group feature. ISDN Packet service is grandfather and will only be available to existing customers.
Closed User Group	PACCG	Allows packet users to establish sub networks within which only the member of the Closed User Group CUG) may communicate. Customer must designate authorized agents who add and remove users from CUGS.	ISDN only Packet Hunting is restricted to packet devices within Centrex customer group. ISDN Packet service is grandfather and will only be available to existing customers.
Closed User Group Member	PACCU	Established user as member. Allows packet users to establish sub networks within which only the members of the CUG may communicate	ISDN only. Requires Closed User Group feature. ISDN Packet service is grandfather and will only be available to existing customers.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Additional Logical Channels - D Channel	PACLC	Allows each D Channel packet device to add logical channels beyond what the initial packet service options allows. Customers can subscribe to more than one logical channel for each packet device. Additional channels can include any permissible types (i.e., 1 way in, 1 way out, two way or Permanent Virtual Circuit).	ISDN only. Unique number must be assigned to each new group treated Communication by users who are external to the CUG (close user group) is not permitted. ISDN Packet service is grandfather and will only be available to existing customers
Additional Logical Channels—B Channel	PACMC	Allows each B packet device to add logical channels beyond what the initial packet service options allows. Customers can subscribe to more than one logical channel for each packet device. Additional channels can include any permissible types (i.e., 1 way in, 1 way out, two way or Permanent Virtual Circuit).	Unique number must be assigned to each new group treated Communication by users who are external to the CUG (close user group) is not permitted. ISDN Packet service is grandfather and will only be available to existing customers
Permanent Virtual Circuits	PACPV	Allows packet users, with either B or D Channel packet devices, to communicate over dedicated logical channels without requiring call setup and call clearing functions. Users may have a combination of regular logical channels and Permanent Virtual Circuits (PVC).	PVCs must be within same Centrex system. Both ends must reside in the same central office switch. When the PVC is between B and D Channels, B Channel default transmission speed must match lower transmission speed of D Channel. ISDN Packet service is grandfather and will only be available to existing customers

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Privacy Release	PRLKY	Allows a conference call between shared numbers	ISDN only. Both Privacy and Privacy Release may be assigned to the same voice terminal; each requires its own key
Query Busy Station	QBS	Allows EBS user in a group to monitor busy status of another group member and provides an alert when busy member's EBS is idle.	EBS only
Remote Access to Call Forwarding	RAFCA	This features allows customer to change "forward to" number, activate, or deactivate Call Forwarding from a remote location	Not available on ISDN or EBS Requires Call Forwarding feature
Originating Line Select	RGLNS	Automatically selects first idle line beginning with the primary DN to place an outgoing call	EBS only
Terminating Line Select	RGTLS	Allows an incoming call to be answered by user lifting handset from the cradle without having to depress a DN key.	EBS only
Repeated Alert	RPTAL	Provides up to 7 warning tones on an active EBS set to alert the user that another incoming call is waiting to be answered.	EBS only
Interior Station	RX5AX	Supports intra-system communication only.	Interior stations are restricted from making and receiving any calls outside of the Centrex system. Optional station features prohibited

Feature Name	Identifier	Feature Description	Additional Information
Primary Station Line Message Waiting Lamp	RXE++	Primary Station Line Message Waiting Lamp	. Central office must have type E line cards. Customer must provide compatible premises equipment. Facilities to each customer location require loop qualification. MWLI is <u>NOT compatible with Centrex Management Service (CCRS).</u>
Tie Line Termination	RXN++	Tie Line Termination Application. Tie Lines provide communication between systems (Centrex or PBX) via a voice grade circuit. By using Tie Lines for intra-company calls, Centrex lines are kept free for outgoing or incoming calls.	

Feature Name	Identifier	Feature Description	Additional Information
Shared Directory Numbers	SA2A+	An additional appearance of a primary or secondary number on another set in the Centrex system. (Each set has its own primary number. Shared numbers can be added in addition to the primary number assigned for that set.)	<p><u>ISDN only.</u></p> <p><u>5ESS rules:</u> Treatment code is the same wherever that number appears. Same number can appear on up to 7 additional sets (for a maximum of 8 appearances, systemwide). Multiple appearances can be shared, but the shared location can not have more multiples than the primary. Shared appearances can have: Abbreviated and Delayed Ringing, or Privacy.</p> <p><u>DMS rules:</u> Can not appear on key 1 of the terminal. (Key 1 is reserved for the primary number.)</p> <p>If the number is shared, it can not have multiple appearances</p>
Additional B Channel Primary Directory Number	SAVH+	Unique directory numbers for additional B Channel Devices	ISDN Only. Cannot be a primary number
Centrex-IS Primary Station Line	SDNA+	Centrex-IS Primary Station Line	ISDN Only. Each line is assigned only one primary directory number

Feature Name	Identifier	Feature Description	Additional Information
Secondary Directory Numbers	SEDN+	<p>The first appearance of a unique directory number on a CPE that <u>already has</u> a primary number assigned.</p> <p>Sometimes called a “Virtual Directory Number” because it shares the channel with other numbers, but has some attributes of the primary number.</p>	<p>ISDN only.</p> <p><u>5ESS rules:</u> Treatment Code is the same as that of the primary number on the same set. PIC code is the same as that of the primary number on the same set.</p> <p>Multiple appearances allowed (i.e. same number can appear up to a maximum of 16 times per set).</p> <p>Can have shared appearances (same number can appear on up to 7 additional, for a maximum of 8 appearances, systemwide). If shared, can have Abbreviated and Delayed Ringing, or Privacy. Cannot be part of a Multiline Hunt Group. Can have voicemail but cannot have message waiting indicator.</p> <p><u>DMS rules:</u> Cannot appear on key 1 of the terminal. (Key 1 is reserved for the primary number.) Can have multiple or shared appearances, but not both. PIC code can be different from other numbers on same set. Treatment can be different from other numbers on the same set.</p>

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Conferencing-Station Controlled Small 5ESS system	SWC	Allows the user to establish a conference call of up to 6 conferees (including the originator).	. Requires line feature (SWCLN)
Conferencing-Station Controlled Small 5ESS line	SWCLN	Allows the user to establish a conference call of up to 6 conferees (including the originator).	Requires system feature (SWC)
Semi or Fully Restricted Line	TGSRF	Terminal Group Station Restriction works in conjunction with the Treatment Code assigned to each number. This is a required feature on each B Channel with a unique directory number (either voice or data service). Applies to both Primary and Secondary Directory Numbers. Originating (outgoing) and terminating (incoming) calls can have any combination of the following restriction levels: U = Unrestricted/ unlimited calling; S = Semi Restricted - calls within Centrex only, including Attendant; F= Fully Restricted -calls within Centrex only, excluding Attendant	Restriction levels: must be set for both originating (outgoing) and terminating (incoming) and must not conflict with treatment code.
B Channel Packet Service	TPS2X	One of the bearer services available as an extra cost option. Includes up to 15 logical channels. Transmission Speeds of 19.2 kbps (DMS only), 56 kbps, or 64 kbps-Packet Fast Select-Packet Negotiation Capabilities	ISDN only-ISDN packet service is grandfathered and features will only be provided to existing customers. Maximum of one B1 and one B2 channel devices are allowed per wire pair.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
D Channel Packet Service	TPS4X	D Channel Bearer service. Optional extra cost feature with Centrex-IS Package. Includes:-Logical channels (USOC PACAC) 4 logical channels included with Centrex-IS Package. Transmission Speeds of up to 9.6 kbps. Packet Fast Select and Packet Negotiation Capabilities.	ISDN only-ISDN packet service is grandfathered and features will only be provided to existing customers.  Packet devices may reuse a primary voice or data telephone number from same Centrex-ISDN Wire Pair, but may never reuse another packets device's telephone number. Total number of packet devices connected to a Wire pair may not exceed six .
Calling Number ID Block, Call Review, Time & Display	PDDL3	Can block your number from showing when making outgoing calls. Displays call related information on active calls or displays feature associated with buttons on set. Time and Date will be displayed on telephone set	ISDN only. Available in 5ESS. Also known as "inspect" in Vendor documentation.
Universal Number/ Alternate Route, Tie line termination—per termination	UNF	Tie line and/or inter-machine trunk termination, each termination	Requires Automatic Route Selection - Electronic Tandem Network, Automatic Alternate Routing, Universal and Automatic Alternate Routing Patterns.
Universal Number/Alternate Route, Route Patterns—per pattern	UNP	System feature, common equipment. Permits alternate choices for routing of calls on Electronic Tandem Network.	Requires Automatic Route Selection - Electronic Tandem Network and Automatic Alternate Routing, Universal

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Universal Number/ Alternate Routing	UNR	System feature, common equipment. Permits universal number, alternative routing on Electronic Tandem Network feature	Requires Automatic Route Selection - Electronic Tandem Network
Secondary Virtual Directory Numbers	VDN++	An additional appearance of a primary or virtual directory number	EBS only. Must be assigned to a key with a lamp on key2 or above. Can only appear once as a primary virtual directory number. An interior station cannot have a secondary virtual directory number. There cannot be more than 15 appearances of a specific virtual directory number. Cannot be in a hunt group.
EBS Primary Station Line	RXC++	Primary Station Line terminating on a Type C line card to support Electronic Business Sets (EBS)	Customer premises within 15,000 feet from serving Central Office (CO) or if premises is over 15,000 feet CO must have Pair Gain cards available to provide service.
Primary Virtual Directory Numbers	VDP++	Primary (first) appearance of a number that can receive and place calls, although no cable pair or central office equipment are assigned.	EBS only. Must be assigned to a key with a lamp on key2 or above. Can only appear once as a primary virtual directory number.
ISDN Group Intercom	XCMDM	Allows user to establish an intercom call	ISDN only Multiple occurrences are not allowed

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Sectional Billing—Agency Account	ZZFAG	Allows the user to group individual Centrex lines by agency on a separate bill	
Sectional Billing for the Pilot Account	ZZFPA	Allows the user to group individual Centrex lines by department, agency or work group on a separate bill.	
Availability Control	93B	Enables customer to "make busy" or "busy out" pre-determined individual Centrex lines	
Information Services Call Blocking	CL9	Prevent user from dialing 900/976 number	Only blocks direct dialed calls
Non Verified Forced Account Codes - System	CMDSY	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system	Requires Line feature. ETS Authorization Codes and Customer Dialed Account Recording (CDAR) are <u>not</u> compatible with Account Codes
Non Verified Forced Account Codes—Line	CMDFC	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system	Requires system feature. ETS Authorization Codes and Customer Dialed Account Recording (CDAR) are <u>not</u> compatible with Account Codes
Non Verified Non-Forced Account Codes—Line	CMDNF	Allows a Centrex station user to enter user selected identification number after dialing a telephone number outside the Centrex system. User has the option of entering code	Requires system feature. ETS Authorization Codes and Customer Dialed Account Recording (CDAR) are <u>not</u> compatible with Account Codes
Verified Forced Account Codes	DGA++	The station user is prompted for, and required to, enter a predetermined account code. The switch will verify the account code entry prior to call completion. If the code is not valid, then the outgoing call is denied.	Chk with PC – multiple entries on Rider C one different price

Feature Name	Identifier	Feature Description	Additional Information
Area Wide Centrex	AWCX4	Identifies a non-centrex station line that is consider to be on-net for Area Wide Centrex. Suppresses On-net calling usage charges.	
Executive Busy Override Exempt	DMSBR	Station equipped with this feature <u>cannot</u> be barged in on by a station using Executive Busy Override	Executive Busy Override Exempt cannot be assigned to stations in a hunt group
Speed Calling Group 30 Code Fixed	E2G	Allows a selected group of users to reach up to 30 preselected numbers by dialing abbreviated codes instead of complete number.	Numbers are coded into the system and require an order to change.
Speed Calling Fixed Indiv. 6 Code	E3G	Allows station user to reach up to 6 preselected numbers by dialing abbreviated codes instead of complete number.	Numbers are coded into the system and require an order to change.
Fac Restriction Level Route	FRK++	Determines calling areas and station facilities used on each station line and incoming tie line in an ETS tandem	
CENTREX Interior Station Line	RUV	Restricts line from calling outside the centrex	Grandfather type of service will support existing service only. For new interior stations see RX5AX
Off-Prem Extension Line-same wire center	RVY	An <b>extension</b> of a Centrex line working at an address other than the primary line appearance address	
Off Prem Extension Line	RVY++	An <b>extension</b> of a Centrex line working at an address other than the primary line appearance address	Wire Center mileage <u>may</u> be charged in addition to extension line rates
Call Diverting (Exchange and Toll Message Diverting)	RXL	Restricts station lines from making calls to specific area codes or prefixes	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Interior Station Line	RX5 / RX5AX	Restricts line from calling outside the centrex	Grandfathered type of service will support existing service only. For new interior stations see RX5AX
Basic Centrex Feature	RXBJ+	DMS100 DATA PATH LINE-LINE CARD TYPE D	
Access Advantage Plus Centrex Station Line	RXGA1	Centrex primary station lines terminating on AAP HICAP	

## Voice DNA (Dynamic Network Applications) Service

### **Description of Service**

Centrex Voice DNA is a Centrex service which provides enhanced features and capabilities. It is offered with Standard, Enhanced and Premium Feature Package Bundles as well as “A La Carte” Features, local area calling plan and transport.

### **Availability**

This Service is available in most major metropolitan areas in California (Sacramento, Oakland, San Francisco, San Jose, Los Angeles and San Diego) and many additional cities where facilities are available. Check with account team for availability outside of the listed major metropolitan areas.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
Standard Feature Package—	70454, 70454a	<p>The Standard Feature Package provides many of the common Centrex features in a reduced feature set that can be used with basic business service. . The package includes the features below:</p> <p><b>Call Waiting-</b> Notifies a user on an active call that there is a second incoming call. The user can switch between the two incoming calls using a button on the phone.</p> <p><b>Caller ID-</b> Identifies calling number on phone set display.</p> <p><b>Caller Name Presentation -</b> Presents the number of the calling party to the user. This applies to any phones with appropriate caller ID display</p>	Locations are limited check with Account team for availability

Feature Name	Identifier	Feature Description	Additional Information
		<p>equipment.</p> <p><b>DID</b> - Lets a caller access another user's extension, directly, without going through an attendant.</p> <p><b>DOD</b>- Lets the caller place a call, without going through an attendant, to a seven- or ten-digit number, by dialing an external access code (such as "9") as defined by the specified dialing plan.</p> <p><b>Call Transfer</b>- Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator.</p> <p><b>Call Hold</b>- Provide the ability to put a caller on hold and retrieve them from the hold</p> <p><b>Call Forward Busy –Don't Answer</b>- Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls, on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)</p> <p><b>Call Forward – All Calls</b>- Allows the station end user to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers</p> <p><b>Redial</b> -Allow a station end user to automatically originate a call to the last number dialed from the station End-User's phone</p> <p><b>Anonymous Call Rejection</b> -End user may configure anonymous calls (without Caller ID) to be rejected.</p> <p><b>External Transfer</b> -Allows users to transfer incoming call to an number not within the tenant.</p> <p><b>T.38 Fax (with supporting hardware)</b></p> <p><b>Call Restriction</b> - Lets the administrator allow/restrict dialing of various call types (e.g., long distance, international, etc.)</p>	
Voice DNA with Enhanced Feature Package	70455, 70455a	<p>AT&amp;T Voice DNA with Enhanced Feature Package and local area calling plan provides supplemental enhanced feature set that is appropriate for normal and more complex business line functionality. The Service features are listed below:</p> <p><b>Call Waiting</b> Notifies a user on an active call that there is a second incoming call. The user can switch between the two incoming calls using a button on the phone.</p> <p><b>Caller ID</b>- Identifies calling number on phone set display.</p> <p><b>Caller Name Presentation</b> Presents the number of the calling party to the user. This applies to any phone with appropriate caller ID display equipment.</p> <p><b>Three-way Conferencing</b> Users are able to create three-way conference calls</p> <p><b>DID</b>- Lets a caller access another user's extension, directly, without going through an attendant.</p> <p><b>DOD</b>- Lets the caller place a call, without going through an attendant, to a seven- or ten-digit number, by dialing an external access code (such as "9") as defined by the specified dialing plan.</p> <p><b>Call Transfer</b>- Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator.</p> <p><b>Call Park</b>-Allows a call to be parked at a subscriber's number for retrieval by another subscriber line. The capability can be administered on a station basis according to the subscribing Agencies needs.</p> <p><b>Call Pickup</b>- Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group.</p> <p><b>Conference</b>- Allows a voice station End-User to establish a multiparty conference connection</p>	Locations are limited check with Account team for availability

Feature Name	Identifier	Feature Description	Additional Information
		<p>of a minimum of three conferees including themselves without attendant assistance.</p> <p><b>Call Hold</b>- Provide the ability to put a caller on hold and retrieve them from the hold state</p> <p><b>Call Forward – Busy Don't Answer</b>- Allows a station End-User to choose to reroute incoming calls to another specified telephone number. This shall be available for all incoming calls, on a busy or ring-no-answer condition. (Indicate the limitation of paths the call may take)</p> <p><b>Call Forward – All Calls</b>- Allows the station End-User to choose to reroute all incoming calls to another specified telephone number. The feature shall have the capability to restrict call forwarding to internal, local or long distance numbers</p> <p><b>Hunt Groups</b> Line feature to routes inbound calls to a predetermined sequence of telephone numbers until it is answered.</p> <p><b>Multi Line Appearance</b>- Support the ability for multiple line appearances to operate on a subscriber's phone (if multi-line phone).</p> <p><b>Speed Dial</b>- Allows abbreviated digit dialing capability on a per station basis</p> <p><b>Redial</b>- Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone</p> <p><b>Four-digit extension dialing</b>- All 'on-net' numbers can be reached by dialing the four-digit extension from 'on-net' phones.</p> <p><b>Group Pickup</b>- Allows an incoming call to be picked up from any one of a predefined group of phones.</p> <p><b>Web Directory</b>- Online directory via web</p> <p><b>Directory Phone Display</b>- Directory via the phone display</p> <p><b>900 Blocking</b> The ability to block 900 calls</p>	
Voice DNA with Premium Feature Package	70456, 70456a	<p>AT&amp;T Voice DNA with Premium Feature Package and local area calling plan provides all the Standard and Enhanced Features with the additional Premium Features listed below:</p> <p><b>Voice mail Integration</b> AT&amp;T includes AT&amp;T Voicemail as part of the Premium service. When you order the Premium package, your account will <i>automatically</i> be allocated a main voicemail box. Voice Messaging</p> <ul style="list-style-type: none"> <li>• Message Waiting Indication</li> <li>• Messaging Notification</li> <li>• Messaging to Email</li> <li>• Voicemail Configuration</li> <li>• Message Aging</li> <li>• Multiple Mail Servers</li> <li>• Variable Mailbox Sizes</li> <li>• Voice Mailbox Integration</li> <li>• The Voicemail Telephone Number must be in the customer's provisioned telephone number range.</li> <li>• Unified Messaging (UM)—There is a single portal for voicemail and call management features. End users will be able to access, review, play, and send to e-mail, their voicemail messages under a cohesive user interface. Administrators will be able to elect ("turn on/off") which users get access to voicemail/UM.</li> </ul> <p><b>Outlook Integration</b>-Outlook Integration lets you manage all of your telecommunications services from Microsoft Outlook.</p>	Locations are limited check with Account team for availability

Feature Name	Identifier	Feature Description	Additional Information
		<p>With Outlook Integration, you can:</p> <ul style="list-style-type: none"> <li>• Allow users to see their missed, incoming, and outgoing call logs from within Microsoft Outlook, the user portal, or their phone display.</li> <li>• Click-to-dial or email any Outlook Integration contact directly from Outlook.</li> <li>• Click-to-dial or email any one in your company directly from Outlook.</li> <li>• Use speed dials with * codes, from the display on your telephone, or from the programmable buttons on your phone.</li> <li>• Set custom Locate Me (find me follow me) treatments for different groups of callers.</li> <li>• Forward your calls using your custom Locate Me settings.</li> </ul>	
		<p><b>Switch Phone</b>-Allows users to transfer a current call originated from the end-user Voice DNA personal website to any other telephone or cell phone. Only one “move” is supported. This feature is also often referred to as Mid-Call Move.</p> <p><b>Simultaneous Ring</b>-Initiates simultaneous calls to up to three extensions or PSTN numbers when incoming calls to a specific extension are received. For example, with simultaneous ringing, a subscriber with Locate Me could configure a ring group that includes her desk phone, cell phone, and home phone. Incoming calls to that subscriber’s number would cause the Feature Server to initiate simultaneous calls to all three locations. Simultaneous ring uses a class of service attribute and it requires that the user also have Locate Me enabled. Configuration and behavioral information is located in the Administrator Tool User Guide.</p>	
Voice DNA A La Carte Features		A la carte features will complement the Enhanced and Premium Feature Package for Voice DNA. The following features are available for an additional charge to Enhanced and Premium subscribers. These features are also dependent upon the phone/handset selected.	
Voice DNA Audio Conferencing	70457	On-demand (click-to-conference) and scheduled conference calls for up to ten participants via web portal and up to three participants via phone.	
Voice DNA Attendant Console	70458	This application runs on a PC with microphone/speaker at the customer site. It allows receptionists to answer and handle calls with greater personalization. Using caller ID combined with presence management, the receptionist can handle calls based	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
		<p>on the called parties' availability. Receptionists see incoming caller and called number information, allowing receptionists to customize greetings by department or company. A color-coded, drag-and-drop interface allows receptionists to easily manage and send calls to appropriate individuals with or without answer supervision. You can use a "virtual front desk" for resource and/or time zone management for greater flexibility. Receptionists can log-in to a console function from anywhere, at any time.</p> <p>This feature allows the attendant to perform the following:</p> <p>Answer calls</p> <p>Make calls</p> <p>Transfer callers</p> <p>Put callers on hold</p> <p>Monitor phones in the monitored directory</p> <p>Attendant Console comes with its own soft phone, which must be used when accessing this function.</p>	
Voice DNA Call Distribution Module	70459	Call distribution provides a supplementary ACD function where callers are queued for answering by representatives who can enter and exit the group on their own. Administrators can configure up to 100 call distribution queues that can have up to 200 representatives at any given time.	
Centrex Interoperability Service	D6PAD	This service provides usage charge-free calling from Centrex phones to Voice DNA phones that are in the same service area. This service is charged per standard Centrex line.	

### *Support*

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
ATR Support I	TRGV13	Provide experienced telecommunications professionals to support existing State and local resources with telecommunications outside of normal AT&T support activities. Can include conducting comprehensive inventories at locations and review and monitor accuracy of billing and tracking.	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
ATR Support II	TRGV14	Provides experienced telecommunications professionals to provide more complex support to state and local staff to help manage moves, adds and change (MAC) requests and interface with vendors; Can project manage vendors for wiring and MAC orders if required; verify on-site equipment and circuits, and compile and maintain an accurate inventory of same. Can also provide project management services such as identifying scope of work, roles and responsibilities, timelines, risk and contingencies as well as day to day support.	
ATR Support III	TRGV15	Work with departments to support the internal capabilities needed to manage large and extremely complex projects beyond the scope of normal support. Can help develop and establish a Project Management Office specific to a large project or for the support of numerous initiatives. This can include the implementation of project management software, establishing the infrastructure (people, processes and technology) to oversee projects; and establishing an onsite help desk. Provide the resources and expertise to implement and support these functions. Can also provide services to implement specific solutions to meet fiscal management needs, including the development of custom databases and reports.	
Business Intelligence Solutions	TRGV16	Can design, develop and implement a data warehouse/business intelligence solution based on the agency/department requirements that will allow the State to better manage their strategic direction. Can transform existing data into valuable information that will allow for timely decision making and aid in regulatory compliance reporting. This includes full system development lifecycle services covering needs analysis, requirements analysis, design, development, implementation, training, and support. It includes the development of custom databases and reports specific to agency needs.	
Regular Charges	TRGV13 TRGV14 TRGV15 TRGV16	Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.	
Overtime Charges	TRGV13 TRGV14 TRGV15 TRGV16	Additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday	
Premium	TRGV13 TRGV14	Additional per hour rates for work performed anytime on	

Feature Name	Identifier	Feature Description	Additional Information
Charges	TRGV15 TRGV16	Sunday and/or State holidays.	

# Verizon Centrex

## Description of the Service:

Centrex in VERIZON Territory service is a central office based communications system equipped with primary station lines, similar to “CentraNet” Centrex in VERIZON Territory station lines are capable of receiving direct in-dialed calls and making direct out-dialed calls and include the application of standard and optional features. In the service tables will be descriptions of the following:

- Centrex in VERIZON Territory
- Multilocation Centrex in VERIZON Territory Service
- Automatic Call Distribution (ACD)

ISDN Services can be packaged with Centrex.

## Availability:

Centrex is available throughout VERIZON territory, although some features may not be available in some switches. Centrex in VERIZON Territory ACD Service is available only to customers served from central offices equipped with DMS-100 Switches.

Feature Name	Identifier	Feature Description	Additional Information
<b>Primary Station Lines (Bundled)</b>	RXR++ or JCP++, AAFTX, AAFor BAF, E8A, EMW	Direct inward and outward dialing Provides basic access and station line plus Call Transfer, Consultation Hold, 3 Way Calling, and Message Waiting Indicator.	A customer must have a minimum of two station lines which must terminate at one location of the customer and within the serving area of the same Central Office. Must include Package 1000, 2000 or 3000
<b>Package 1000 (Bundled)</b>	CNET1	Includes Call Forward, Call Hold, Call Pickup, Call Transfer, Call Waiting, Three Way Calling, Speed Calling, Station Hunting, Station-to-Station Dialing, Distinctive Ringing, Last number redial	Features may not be substituted to, deleted from or transferred between packages.  See Centrex for Feature Descriptions

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Package 2000 (Bundled)</b>	CNET2	Includes all of the features of Package 1000 plus Automatic Call Back, Call Park, , Toll Restriction, Group Speed Call	Features may not be substituted to, deleted from or transferred between packages. See Centrex for Feature Descriptions.
<b>Package 3000 (Bundled)</b>	CNET3	Includes all of the features of Package 2000 plus 30 Speed call individual, ARS/FRS, Remote Access to Features and Message Detail Recording	Features may not be substituted to, deleted from or transferred between packages. See Centrex for Feature Descriptions.
<b>Centrex in Verizon Territory CLASS</b>	GECAA	Includes Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding and Special Call Waiting	Must also subscribe to at least Feature Package 1000.
<b>Station to Station Dialing</b>	GECFB	Allows a station user to dial another station within the same Centrex in Verizon Territory customer group using just the last four digits of the telephone number.	Available in Feature Package 1000, 2000 and 3000.
<b>Toll Restriction</b>	GECFC	Disallows the dialing of long distance calls.	Available in Feature Package 2000 and 3000.
<b>Automatic Route Selection /Flexible Route Selection (ARS/FRS)</b>	GECFD	Automatically selects the most economical route to a destination. Feature Package 3000 includes 3-digit routing to selectively route calls over two or more routes with a capacity of 8 patterns per customer group.	Available in Feature Package 3000.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Remote Access to Features</b>	GECFE	Allows a user who is away from the office to dial directly into the Centrex in Verizon Territory system and gain complete access to Centrex in Verizon Territory system facilities and outgoing trunk circuits.	Available in Feature Package 3000. The user must have a security access code.
<b>Message Detail Recording</b>	GECFF	Provides a record of originating messages.	Available in Feature Package 3000. It is not a source for billing detail.
<b>Automatic Busy Redial</b>	GECFG	An arrangement which permits the customer to redial automatically the last number dialed.	Available as part of Centrex in Verizon Territory CLASS package.
<b>Paging Interface</b>	GECFH	Allows Centrex in Verizon Territory stations to access customer provided loudspeaker paging equipment located throughout the customer's premises.	Paging Interface does not provide facility path from paging source.
<b>Customer Moves and Changes: 1-100</b>	GECF1	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises. Available functions are Service Option Information Changes, Activation/Deactivation of Features, Telephone Number Swaps, Reports. Supports 1 - 100 lines.	Requires customer provided computer terminal

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Customer Moves and Changes: 101 - 200 lines</b>	GECFJ	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises. Available functions are Service Option Information Changes, Activation/Deactivation of Features, Telephone Number Swaps, Reports. Supports 101 - 200 lines.	Requires customer provided computer terminal
<b>Customer Moves and Changes: 201 - 500 lines</b>	GECFK	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises. Available functions are Service Option Information Changes, Activation/Deactivation of Features, Telephone Number Swaps, Reports. Supports 200 - 500 lines.	Requires customer provided computer terminal

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Customer Moves and Changes: 501 - 1500 lines</b>	GECFL	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises. Available functions are Service Option Information Changes, Activation/Deactivation of Features, Telephone Number Swaps, Reports. Supports 500 - 1500 lines.	Requires customer provided computer terminal
<b>Customer Moves and Changes over 1500 lines</b>	GECFM	Customer Moves and Changes provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises. Available functions are Service Option Information Changes, Activation/Deactivation of Features, Telephone Number Swaps, Reports. Supports 1500+ lines.	Requires customer provided computer terminal
<b>Music on Hold Interface</b>	GECFN	Provides access to a customer provided music source for use with Call Hold, Call Park, Call Transfer, Three Way Calling, Off-Hook Queuing and ACD/UCD.	Music on Hold interface does not provide facility path from music source.
<b>ARS/FRS Programming</b>	GECFR	Each set-up or change	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Automatic Route Selection Upgrade - 6 digit routing</b>	GECFQ	6 digit routing to selectively route over 2 or more routes within and NPA.	
<b>Automatic Route Selection Upgrade - 32 patterns</b>	GECFO	Customers wishing to increase their capacity to 32 patterns per customer group may do so with this option.	
<b>Automatic Route Selection Upgrade - 64 patterns</b>	GECFP	Customers wishing to increase their capacity to 64 patterns per customer group may do so with this option.	
<b>Trunk Queuing</b>	GECFS	Allows a call to wait for a facility in a private facility group to become idle on a first-come first-served basis.	
<b>Attendant Position Interface</b>	GECFT	Service features are not available when attendant's positions are provided by the customer	May not be available from some switching equipment
<b>Toll Free Termination</b>	GECFU	Provides in-coming termination capability.	
<b>Assume "9"</b>	GECFV	Eliminates the need to dial the digit 9 before accessing telephone numbers outside of the Centrex in Verizon Territory customer group.	May cause delays in call processing or misdirected calls.
<b>Recorded Announcement</b>	GECFW	Allows incoming calls to a multiline hunt group to activate a delay announcement where answer supervision is returned to the calling party and first announcement is connected.	Customer may specify wording of announcement. This feature can also be used with ACD/UCD and trunk queuing.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Flexible Route Selection (FRS) - 3 digit / 8 patterns</b>	GECEA	Automatically direct outgoing station calls to dedicated trunk groups which have been arranged a first through fourth choice order to provide most preferred available route. 3 digit Routing to selectively route calls over two or more routes for a capacity of 8 patterns	
<b>Flexible Route Selection (FRS) - 3 digit / 32 patterns</b>	GECEB	3 digit Routing to selectively route calls over two or more routes for a capacity of 32 patterns.	
<b>Flexible Route Selection (FRS) - 3 digit / 64 patterns</b>	GECEC	3 digit Routing to selectively route calls over two or more routes for a capacity of 64 patterns.	
<b>Flexible Route Selection (FRS) - 6 digit</b>	GECED		
<b>FRS common equipment</b>	GECEE		Per customer group required for FRS
<b>FRS programming</b>	GECEF		
<b>MDR common equipment</b>	GECFY		Per customer group required for Message Detail Recording (MDR).
<b>Message Detail Recording (MDR)</b>	GECFX	Provides a record of originating messages.	It is not a source for billing detail.
<b>Authorization Codes</b>	GECD A	Overrides the calling restrictions placed on a particular line.	Per group of 10.
<b>Code Call Access</b>	GECD B	Provides access to code calling signaling devices	
<b>Dictation Access Control</b>	GECD C	Provides station access to dictation equipment	
<b>Preferential Hunting</b>	GECD D	Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.	Requires one or more hunt groups.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Priority Queuing</b>	GECDE	Provides two levels of priority in the handling of queued calls.	
<b>Stop Hunt</b>	GECDF	Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.	Requires one or more hunt groups. May require additional hardware.
<b>Terminal Make Busy</b>	GECDG	Allows a station or group of stations to appear busy to incoming calls.	Requires one or more hunt groups.
<b>Time of Day Routing</b>	GECDH	Provides for route selection based on the most economical path for a particular time of day or day of week.	
<b>Exchange and Toll Message Diverting - per pattern</b>	GECDI	Allows establishment of toll diverting pattern by pre-selecting approved prefix (NXX) or area code (NPA) while restricting calls to all other locations.	Also need NXX and/or NPA
<b>Exchange and Toll Message Diverting - per 10 NXX</b>	GECDJ	Allows establishment of toll diverting pattern by pre-selecting approved prefix while restricting calls to all other locations.	Also need per pattern.
<b>Exchange and Toll Message Diverting - per 10 NPA</b>	GECDK	Allows establishment of toll diverting pattern by pre-selecting approved area code while restricting calls to all other locations.	Also need per pattern.
<b>Direct Connect Service</b>	GECDL	Allows a station line to automatically place a call to a pre-assigned called number when the station user goes off hook	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Proprietary Interface</b>	GECDM	A digital network interface used to integrate digital terminal equipment with GTD-5 or DMS-100 central office switching equipment.	Each digital telephone connected to a Centrex in Verizon Territory station line requires a Proprietary Interface.
<b>Pseudo Number</b>	GECDN	A software number which has the characteristics of a basic exchange access line.	
<b>Dedicated Instant Call Accounting (ICA) per system</b>	GECDO	Provides the customer with records of calls originating from Centrex in Verizon Territory stations. The customer's call records are continually transmitted from the central office to the customer's premises equipment.	Requires a dedicated private line connection. Records will not be provided for incoming calls or station to station (intercom calls). Customer will be required to provide compatible CPE to process call detail records. Customer provided dial modem is required. Not available in all areas.
<b>Dial-Up ICA per system</b>	GECDP	The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records.	Records will not be provided for incoming calls, or station-to-station (intercom) calls. Customer will be required to provide compatible CPE to process call detail records. Customer provided dial modem is required. Not available in all areas. A Centrex Verizon line is required. To prevent possible risk of lost call records data, Dial-Up customers need to access their call records at least every seven days

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Call Tracing Service</b>	GECDQ	Allows a customer to automatically activate a trace record of the last incoming call.	Requires CLASS package.
<b>VIP Alert</b>	GECDR	Allows a customer to program up to 12 telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from others by distinctive ringing.	If a customer also subscribes to Call Waiting, calls from the selected numbers will have a special Call Waiting tone.
<b>Calling Number Identification (CNID) Service - 2-25 lines</b>	GECDs	Provides for the display of an incoming telephone number.	Customer must provide own display device. Must be in an appropriately equipped central office.
<b>Calling Number Identification (CNID) Service - 26-50 lines</b>	GECDT	Provides for the display of an incoming telephone number.	Customer must provide own display device. Must be in an appropriately equipped central office.
<b>Calling Number Identification (CNID) Service - over 51 lines</b>	GECDU	Provides for the display of an incoming telephone number.	Customer must provide own display device. Must be in an appropriately equipped central office.
<b>Selective Blocking - Per Call</b>	GECDV	Provides per-call blocking in exchanges where CNID is offered.	Does not prevent delivery of number when services that utilize Automatic Number Identification (ANI) are called.
<b>Database Changes - Minor Software</b>	GECDY		
<b>Database Changes - Routine Software</b>	GECDX		
<b>Database Changes - Major Software</b>	GECDW		

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Location Code/Extension Dialing Plan: 3-25 lines</b>	GECGA	Utilizes a unique location code for each site along with an extension number. Individual intercom numbers have two components: A 1 to 3 digit location code. 1 to 6 digits corresponding to a portion of the customer's local North American Numbering Plan number. Extension Dialing utilizes intercom numbers consisting of a portion of the NANP number associated with the individual line. This dialing plan allows for a simple intercom number based on part of the assigned NANP number.	In addition to Centrex Primary Line Station.
<b>Location Code/Extension Dialing Plan: 26-50 lines</b>	GECGB	See Location Code/Extension Dialing Plan 3-25 Lines	In addition to Centrex Primary Line Station.
<b>Location Code/Extension Dialing Plan: 51-100 lines</b>	GECGC	See Location Code/Extension Dialing Plan 3-25 Lines	In addition to Centrex Primary Line Station.
<b>Location Code/Extension Dialing Plan: 101+ lines</b>	GECGD	See Location Code/Extension Dialing Plan 3-25 Lines	In addition to Centrex Primary Line Station.
<b>Portable Extension Dialing Plan: 2-25 lines</b>	GECGE	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.	In addition to Centrex Primary Line Station.
<b>Portable Extension Dialing Plan: 26-50 lines</b>	GECGF	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.	In addition to Centrex Primary Line Station.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Portable Extension Dialing Plan: 51-100 lines</b>	GECGG	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.	In addition to Centrex Primary Line Station.
<b>Portable Extension Dialing Plan: 101+ lines</b>	GECGH	Allows the selection of any intercom number scheme, with individual intercom numbers transferable between customer locations.	In addition to Centrex Primary Line Station.
<b>Intercom Calling: 2-25 lines</b>	GECG1	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.	In addition to Centrex Primary Line Station.
<b>Intercom Calling: 26-50 lines</b>	GECGJ	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.	In addition to Centrex Primary Line Station.
<b>Intercom Calling: 51-100 lines</b>	GECGK	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.	In addition to Centrex Primary Line Station.
<b>Intercom Calling: 101+ lines</b>	GECGL	Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Centrex in Verizon Territory locations.	In addition to Centrex Primary Line Station.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Basic Agent Feature Package</b>	GECAF	Includes: Abandoned Call Clearing, Agent Login/Logout, Agent Queue, Attendant Console to ACD, Automatic Call Overflow, Call Forcing, Delay Treatment, Incoming Call Queue, Music on Delay, Night Treatment, Not Ready, Overflow Enhancement, Ring Threshold, Standard Announcements, Three-Way Calling/Call Transfer to ACD.	
<b>Advanced Agent Feature Package</b>	GECAG	Includes: ACD Overflow of Enqueued Calls, ACD Multiple Line of Business Codes, Call Transfer with Time, Emergency Alerting, Emergency Alerting Enhanced, Transfer to In-Calls Key. Available with Display Sets: ACD Walkaway/Closed, Called Name/Number Display, Call Source ID, Call Supervisor, Multistage-Queue Status Display.	Advanced Agent Feature Package requires subscription to Basic Agent Feature Package also. Display Sets are customer purchased

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>ACD on Single-Line Telephone Sets</b>	GECAH	Includes: Abandoned Call Clearing, Automatic Overflow, Distinctive Ringing, Incoming Call Queue, Login/Logout, Make Set Busy, Music on Delay, Night Treatment, Observe Agent from 2500 Set, Overflow Enhancement, Ring Threshold, Set Not Ready, Standard Announcements, Three-Way Calling/Call Transfer to ACD.	The ACD on Single-Line Telephone Set Feature Package is in lieu of the Basic Agent Feature Package and not available with the Advanced Agent Feature Package.
<b>Supervisor Feature Package</b>	GECA1	Includes: Answer Agent, Call Agent, Controlled Interflow, Emergency Answer, Emergency Answer Backup, Forced Agent Availability, Observe Agent, Supervisor Control of Night Service, Three Way Calling/Call Transfer to ACD. Available with Display sets: Called Name/Number Display, Call Source IS, Display Agents Summary, Display Queue Status.	Displays Sets are customer purchased.
<b>Abandoned Call Clearing</b>	Included in ACD Package	Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.	Part of Basic Agent Feature Package and ACD on Single Line Telephone Sets Feature Package.
<b>ACD Multiple Line of Business Codes</b>	Included in ACD Package	Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business.	Part of Advanced Agent Feature Package.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>ACD Overflow to Enqueued Calls</b>	Included in ACD Package	Enhances the existing ACD call-overflow capability by adding new timing thresholds for enqueued calls.	Part of Advanced Agent Feature Package.
<b>ACD Walkaway /Closed</b>	Included in ACD Package	Allows agents to enter a three digit code to make the line unavailable and identify the reason why.	Available with customer owned display sets. Part of Advance Agent Feature Package.
<b>Agent Login/Logout</b>	Included in ACD Package	Security to ensure only assigned agents are able to login to an ACD group.	Part of Basic Agent Feature Package.
<b>Agent Queue</b>	Included in ACD Package	Provides for even distribution of the calls among agents by routing the call to the agent who has been idle the longest.	Part of Basic Agent Feature Package.
<b>Answer Agent</b>	Included in ACD Package	Permits a key to be reserved to be used only for answering calls from agents.	Part of Supervisor Feature Package.
<b>Attendant Console to ACD</b>	Included in ACD Package	Allows attendant consoles to extend or originate calls to ACD directory numbers.	Part of Basic Agent Feature Package.
<b>Automatic Overflow</b>	Included in ACD Package	Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time.	The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer. Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Call Agent</b>	Included in ACD Package	Allows the supervisor to directly call an agent.	Part of Supervisor Feature Package.
<b>Call Forcing</b>	Included in ACD Package	Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents.	The agent does not need to press the in-calls key to receive the next call. Part of Basic Agent Feature Package.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Call Source ID</b>	Included in ACD Package	Provides either the calling agents extension or directory number.	Available with customer owned display sets. Part of Advance Agent Feature Package and Supervisor Feature Package.
<b>Call Supervisor</b>	Included in ACD Package	Allows the agent quick access to the supervisor for help or consultation.	Available with customer owned display sets. Part of Advance Agent Feature Package and Supervisor Feature Package.
<b>Call Transfer with Time</b>	Included in ACD Package	Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue.	Based on the total time of the call. Part of Advanced Agent Feature package
<b>Called Name /Number Display</b>	Included in ACD Package	Shows the terminating group name and directory number for calls arriving on the agent's set.	Available with customer owned display sets. Part of Advance Agent Feature Package and Supervisor Feature Package.
<b>Controlled Interflow</b>	Included in ACD Package	Allows a supervisor to temporarily divert a group's new incoming calls to another group.	Part of Supervisor Feature Package.
<b>Delay Treatment</b>	Included in ACD Package	Allows one of two treatments based on anticipated waiting time, either a ring back or a recorded announcement	Part of Basic Agent Feature Package.
<b>Display Agents Summary</b>	Included in ACD Package	Enables supervisor to quickly check the status of all ACD agent positions within a group.	Available with customer owned display sets. Key activated function, requires business set. Part of Supervisor Package
<b>Display Queue Status</b>	Included in ACD Package	Allows the supervisor position to monitor the efficiency in which incoming calls are being handled.	Available with customer owned display sets. Part of Supervisor Package

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Distinctive Ringing</b>	Included in ACD Package	This feature enables agents to distinguish ACD calls from non-ACD calls.	Part of ACD on Single-Line Telephone Sets Feature Package.
<b>Emergency Alerting</b>	Included in ACD Package	Enables the ACD agent to confer immediately with the supervisor.	Part of Advanced Agent Feature Package.
<b>Emergency Alerting Enhanced</b>	Included in ACD Package	Allows the ACD agent to add both a supervisor and a customer provided recording device to a call simultaneously by pressing a single key.	Part of Advanced Agent Feature Package.
<b>Emergency Answer</b>	Included in ACD Package	Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.	Part of Supervisor Feature Package.
<b>Emergency Answer Backup</b>	Included in ACD Package	Provides a method for redirecting emergency key calls to another designated position.	Part of Supervisor Feature Package.
<b>Forced Agent Availability</b>	Included in ACD Package	Allows the supervisor to deactivate a Not Ready condition on a specific line.	This feature is key activated on an individual agent basis. Part of Supervisor Package
<b>Incoming Call Queue</b>	Included in ACD Package	Provides queuing of incoming calls based on order of arrival priority.	Equal to the number of agents. Part of Basic Agent Feature Package.
<b>Make Set Busy</b>	Included in ACD Package	Blocks ACD and non-ACD calls to the position. This feature can be automatically activated if the ringing timer expires on an ACD call presented to that agent.	Part of ACD on Single-Line Telephone Sets Feature Package.
<b>Multistage - Queue Status Display</b>	Included in ACD Package	Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.	Available with customer owned display sets. Part of Advance Agent Feature Package.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Music on Delay</b>	Included in ACD Package	Using a customer provided music source to provide music to the caller after the recorded delay announcement, while the call is in queue to be answered.	Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Night Treatment</b>	Included in ACD Package	Allows calls arriving after all agents have logged out to be handled by alternate means.	Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Not Ready</b>	Included in ACD Package	When the not ready key is pressed, any active call is terminated and the position cannot receive any new ACD calls.	Non-ACD functions will continue to be presented as usual.
<b>Observe Agent</b>	Included in ACD Package	Allows the supervisor position to monitor agents' calls.	Restricted to agents within a supervisor's group. Part of Supervisor Package
<b>Observe Agent from 2500 Set</b>	Included in ACD Package	Allows the supervisor to monitor agents calls from a 2500 Set.	Part of ACD on Single-Line Telephone Sets Feature Package.
<b>Overflow Enhancement</b>	Included in ACD Package	Increases the options for answering ACD calls during periods of heavy traffic.	Customer may specify up to 4 ACD groups, within an ACD node, as potential overflow routes. Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Ring Threshold</b>	Included in ACD Package	Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time.	Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Set Not Ready</b>	Included in ACD Package	This feature blocks the agent's position from incoming ACD calls. Non ACD incoming calls continue to be presented.	Part of ACD on Single-Line Telephone Sets Feature Package.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>Standard Announcement</b>	Included in ACD Package	This feature plays recorded announcements to callers in queue to advise them of answering delays.	The announcements are provided from the central office. Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Supervisor Control of Night Service</b>	Included in ACD Package	Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.	Part of Supervisor Feature Package.
<b>System Speed Calling</b>		One System Speed Calling list per end office is provided for each business group.	A Centrex station can only access the System Speed Calling list of its business group within its home central office.
<b>Three-Way Calling / Call Transfer to ACD</b>	Included in ACD Package	This feature permits a supervisor to transfer a call to another agent with or without establishing a three-way conference first.	Part of Basic Agent Feature Package and ACD on Single-Line Telephone Sets Feature Package.
<b>Transfer to In-Calls Key</b>	Included in ACD Package	Enables the ACD agent to transfer an incoming ACD call directly to another ACD agent's in-calls key.	Part of Advanced Agent Feature Package.
<b>Secondary Directory Number</b>	GECAJ	Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD directory numbers. This allows agents to receive direct non-ACD incoming calls and to make outgoing calls.	

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>	<b>Additional Information</b>
<b>MIS Data Stream Interface</b>	GECAK	Enables a downstream processor to use a data stream to collect ACD group information, form the ACD node, to produce real-time statistics and historical reports. Includes Remote ACD Load Management with provides supervisors the capability to quickly reconfigure the structure and operational parameters of an ACD group. Includes Variable Wrap-up Time which allows the supervisory position to vary the interval between call completion and the presentation of a new incoming call on either an individual agent basis or group basis.	Customer must provide compatible premises equipment for MIS functionality.
<b>Additional Queue Slots</b>	GECAK	Greater than the number of access positions. Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available.	One queue slot is required for each call to be held in queue.
<b>Supergroups</b>		Enables multiple ACD groups, located in a single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.	

#### 6.1.2.9.4 Service Identifier: Local ACD MIS System

The VU-ACD/100 MIS provides real-time ACD monitoring and comprehensive historical reporting for DMS-100 Centrex Call Centers. The VU-ACD/100 MIS allows managers of incoming call centers to evaluate performance on an up-to-the-minute basis. Historical reporting offers in-depth analysis of the call center's performance over time so you can predict future trends.

VU-ACD/100 MIS provides extensive data collection and storage for report generation with up to 88 reports in five categories, as well as the ability to create custom reports. The system is capable of storing detail and summary data at five-minute intervals per half hour and for a minimum of one year. You can pull reports on demand or schedule them to print automatically at a predetermined time.

ACD/MIS Service Bureau is a hosted service offering which provides the same features and functionalities of the VU-ACD/100 MIS for an annual fee instead of purchasing and maintaining a customer owned system.

AT&T, along with our subcontractor P-Tel, is offering two additional products for ACD management information system tracking: Stat-VU™ Call Center Statistics Display Window and External Display Boards.

Stat-VU delivers real-time ACD status information to agent workstations. This appears as a "picture-in-picture" on the agent's PCs. This LAN-based window technology emulates a VU-ACD/100 external display at each agent's desktop.

Wallboards, sometimes referred to as reader boards, provide the ability to communicate to the call center floor by sending either real-time statistics or custom messages. Data appearing in the message comes from the VU-ACD/100 MIS over a data link. Users may incorporate special display effects and conditions that highlight visual communication. The display boards are available with a single- or two-line display in one or three colors.

#### ***Features: ACD Management Information System Tracking for Each Call Center***

Feature Name	Identifier	Feature Description
MIS for ACD (up to 8 agents)	PTACDMIS08	The basic ACD MIS described above that can manage a Call Center with up to 8 agents.
MIS for ACD (up to 24 agents)	PTACDMIS24	The basic ACD MIS described above that can manage a Call Center with up to 24 agents.
MIS for ACD (up to 48 agents)	PTACDMIS48	The basic ACD MIS described above that can manage a Call Center with up to 48 agents
MIS for ACD (up to 96 agents)	PTACDMIS96	The basic ACD MIS described above that can manage a Call Center with up to 96 agents.

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>
MIS for ACD (up to 192 agents)	PTACDMIS192	The basic ACD MIS described above that can manage a Call Center with up to 192 agents.
MIS for ACD (over 192 agents)	PTACDMIS192+	The basic ACD MIS described above that can manage a Call Center with more than 192 agents.
ACD/MIS Service Bureau – The following identifiers pertain to ACD/MIS Service Bureau and are based on sizing requirements.		
ACD/MIS Service Bureau – Set Up Fee	PTSBSU	This is a one time set-up fee per supervisor terminal.
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 20 agents or less	PTSB20	Annual Fee per Supervisor Terminal 20 agents or less
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 30 agents or less	PTSB30	Annual Fee per Supervisor Terminal 30 agents or less
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 40 agents or less	PTSB40	Annual Fee per Supervisor Terminal 40 agents or less
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 50 agents or less	PTSB50	Annual Fee per Supervisor Terminal 50 agents or less
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 60 agents or less	PTSB60	Annual Fee per Supervisor Terminal 60 agents or less

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>
Stat-VU		Stat-VU delivers real-time ACD status information to agents workstations. This is done in a “picture-in-picture” format on the agent’s PCs. This LAN based window technology emulates a VU-ACD/100 External Display at each agent’s desktop.
Note: the following identifiers all pertain to Stat-VU and are based on sizing requirements.		
Stat-VU	PTSTAT1	Stat-VU License 10 Agents
Stat-VU	PTSTAT2	Stat-VU License 20 Agents
Stat-VU	PTSTAT3	Stat-VU License 50 Agents
Stat-VU	PTSTAT4	Stat-VU License 75 Agents
Stat-VU	PTSTAT5	Stat-VU Expansion 10 to 20 Agents
Stat-VU	PTSTAT6	Stat-VU Expansion 10 to 50 Agents
Stat-VU	PTSTAT7	Stat-VU Expansion 10 to 75 Agents
Stat-VU	PTSTAT8	Stat-VU Expansion 20 to 50 Agents
Stat-VU	PTSTAT9	Stat-VU Expansion 20 to 75 Agents
Stat-VU	PTSTAT10	Stat-VU Expansion 50 to 75 Agents
Stat-VU	PTSTAT11	Stat-VU 10 Agent Maintenance
Stat-VU	PTSTAT612	Stat-VU 20 Agent Maintenance
Stat-VU	PTSTAT13	Stat-VU 50 Agent Maintenance
Stat-VU	PTSTAT14	Stat-VU 75 Agent Maintenance

<b>Feature Name</b>	<b>Identifier</b>	<b>Feature Description</b>
External Wallboards – Monochrome	PTELWB1	Wallboards, or sometimes referred to as reader boards, provide the ability to communicate to the call center floor by sending either real time statistics or custom messages.
External Wallboards – Tricolor	PTELWB2	Wallboards, or sometimes referred to as reader boards, provide the ability to communicate to the call center floor by sending either real time statistics or custom messages.
Nortel MIS for ACD (8 ports)	NTACDMIS8	As an alternative to the CCMIS service bureau offering, The Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.
Nortel MIS ACD (24 ports)	NTACDMIS24	As an alternative to the CCMIS service bureau offering, the Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.
Nortel MIS CD (48 ports)	NTACDMIS48	As an alternative to the CCMIS service bureau offering, the Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.
Nortel MIS ACD (96 ports)	NTACDMIS96	As an alternative to the CCMIS service bureau offering, the Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.
Nortel MIS for ACD (192 ports)	NTACDMIS192	As an alternative to the CCMIS service bureau offering, the Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.
Nortel MIS ACD (over 192 ports)	NTACDMIS192x	As an alternative to the CCMIS service bureau offering, the Nortel CCMIS platform can also provide the ACD MIS tracking requirements as required by the State.

### 6.1.2.5 Service Identifier: Central Office Exchange Basic Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Primary Station Line (Bundled)	RXR++ or JCP++, AAFTX, AAF or BAF, E8A, EMW	\$ 70.00	\$ 6.40	line	\$ 70.00
Primary Station Line (CO CTX)	RXR++	\$70.00	\$0.50	line	\$70.00
Primary Station Line	JCP++	\$70.00	\$0.50	line	\$70.00
Trunking Chg – Primary Station Lines (meas)	AAFTX	\$0	\$4.70	line	\$0
Access Facility – ea station	AAF	\$0	\$1.20	line	\$0
Primary Station Line	BAF	\$0	\$1.20	line	\$0
Call Transfer/3-way/Consultation	E8A	\$0	\$0.00	line	\$0
Message Waiting Lamp – ea	EMW	\$0	\$0.00	line	\$0
Caller ID Blocking External Calls Only	CNMEX	\$ -	\$ -	line	N/A
Simultaneous Ring	S3M	\$0	\$0.50	line	\$0
Restricted Access	LCC, CAT	N/A	N/A	line	\$30.00 system charge + \$5.00 per line
Ringback Notification (Automatic Callback) station feature	SAK	\$ -	\$0.25	line	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Communications Management Service	VeraSMART	ICB	ICB	application	ICB
Transfer Recall	1BT++	\$ 5.00	\$ 3.50	line	N/A
Busy Call Forwarding	E6G++	N/A	\$ 0.07	line	N/A
Call Forward Ring No Answer	E9G++	N/A	\$ 0.07	line	N/A
Custom Call Forward - Ring No Answer	E5G++	N/A	\$ 0.25	line	N/A
Restricted Call Forward	E7G++	N/A	\$ 0.10	line	N/A
Call Park	DMSCP	N/A	\$ 0.50	line	N/A
Call Pickup Group Feature	E3N	N/A	\$ 5.00	group	N/A
Callback (Call Return)	CALRT	\$ 7.00	\$ 0.25	line	N/A
Call Screen	CALBL	\$ 7.00	\$ 0.50	line	N/A
Call Trace	CLRTR	\$ 7.00	\$ 0.35	occurrence	N/A
Call Waiting Incoming – ea station	E6CCS	N/A	\$ 0.10	line	N/A
Call Waiting – Intragroup – ea station	E6N	N/A	\$0.10	line	N/A
Call Waiting – Originating (station to station only) ea station	ESZ	N/A	\$0.10	Line	N/A
Caller ID	CAL1D	N/A	\$ 0.50	line	N/A
Hot Line	HHCCD	N/A	\$ 0.25	line	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Telephone Management System	MSC	\$ 435.00	N/A	application	N/A
Call Pickup with Barge In	DMABG	N/A	\$ 0.12	line	N/A
Make Set Busy	DMSSB	N/A	\$ 0.10	line	N/A
Make Busy Except Group Intercom	DRRAL	N/A	\$ 0.15	line	N/A
Distinctive Ringing (Priority Ringing)	RNGPR	N/A	\$ 0.50	line	N/A
Camp-On	DLGRP	N/A	\$ 0.75	line	N/A
Select Call Forwarding	SCF	N/A	\$ 0.50	line	N/A
End User Speed Calling	SPC30	N/A	\$ 0.50	line	N/A
End User Speed Calling	SPC50	N/A	\$ 0.50	line	N/A
End User Speed Calling	SPC70	N/A	\$ 0.50	line	N/A
Speed Call – Individual – 8 to 10 code – cust chng – ea line	ESHC6	N/A	\$ 0.10	each	N/A
Speed Call – Grp – 30 code chng - ESS	ESHC3	N/A	\$ 0.10	each	N/A
Group Speed Clg 30 Numbers	SPD30	N/A	\$ 0.10	each	N/A
Group Speed Clg 50 Numbers	SPD50	N/A	\$ 0.10	each	N/A
Group Speed Clg 70 Numbers	SPD70	N/A	\$ 0.10	each	N/A
Uniform Call Distribution - (UCD) each group	DMSUC	\$ 198.00	\$ 40.00	group	\$ 80.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Uniform Call Distribution (UCD)-each line	DMSCD	\$ 40.00	\$ 0.85	line	\$ 40.00
UCD Forwarded Call Information	A5VFC	\$ 2,500.00	\$ 222.50	line	N/A
UCD Call Waiting Signal	A66CE	\$ 150.00	\$ 2.50	line	N/A
Executive Busy Override	DMSEB	N/A	\$0.25	line	N/A
Call Forward Status Display per System	FRWRD	\$ 25.00	\$ 18.00	Line	\$ 25.00
Calling Name Display Group	SNDSY	\$ 5.00	\$ 0.75	Line	\$ 10.00
Calling Name Display Line	SND	\$ -	\$ 0.25	Line	\$ 5.00
Group Intercom - All Calls	GRPAL	\$ 5.00	\$ 0.35	Group	\$ 5.00
Direct Inward System Access (DISA)-each DISA directory number	DMSDS	\$ 261.23	\$ 2.50	per identifier	NRC Applies for additional Service
DISA Authorization codes common equipment-each system	ATZCD	\$ 332.47	\$ 5.50	per identifier	NRC Applies for additional Service
DISA Auth codes-first 100 codes or fraction thereof	1HN	\$ 71.24	\$ -	per identifier	\$ 71.24
Automatic Callback system	ACY	\$ 565.00	\$ 0.04	per identifier	\$ -
Additional B Channel Devices	APDCS	\$ 25.00	\$ 3.00	per identifier	\$5 Chg; NRC applies for moves/adds
Optional D Channel Packet Device	APDPS	\$ 25.00	\$ 3.00	per identifier	\$5 Chg; NRC applies for moves/adds

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Flexible Route Selection common equipment	ARQES	\$ 474.96	\$ 223.23	per identifier	N/C
Analog Shared Directory Numbers	ASDN+	\$ 5.00	\$ 0.50	per identifier	\$5 Chg; NRC applies for moves/adds
Automatic Route Selection-Electronic Tandem Network	ASH	\$ 3,885.00	\$ 3.50	per identifier	NRC Applies for additional Service
Direct Out	ASUM9	\$ 210.00	\$ 0.15	per identifier	N/C
Area Wide Centrex (AWC)	AWCX3	\$ 8.00	\$ 1.95	per identifier	AWCX5 OR AWCXC APPLIES
Area Wide Centrex Modification charge "per line"	AWCX5	\$ 5.00	\$ -	per identifier	\$ 5.00
Area Wide Centrex Modification charge "for 15 lines or more"	AWCX5	\$ 75.00	\$ -	per identifier	\$ 75.00
Centrex-ISDN Package	BAPKG	\$ 150.00	\$ 16.00	per identifier	\$30 to change; \$125 to move
Distinctive Ringing DMS	GDR	\$ 201.00	\$ 0.50	per identifier	N/C
Distinctive Ringing line	BRT	\$ -	\$ 0.10	per identifier	N/C
Select Call Acceptance	CALAC	\$ 23.75	\$ 5.00	per identifier	N/C
Conferencing-Station Controlled Large system	CCS	\$ 185.00	\$ 100.00	per identifier	N/C
Conferencing-Station Controlled Large line	CCSLG	\$ 16.15	\$ -	per identifier	N/C
Caller ID Blocking	CNMBK	\$ -	\$ -	per identifier	N/C

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Caller ID - Complete Blocking	CNMCS	\$ -	\$ -	per identifier	N/C
Directed Call Park	CPARK	\$ -	\$ 0.75	per identifier	N/C
Direct Digital Interface	DDA++	\$ 1,000.00	\$ 320.00	per identifier	N/C
Direct Inward and Outward Dialing	DDT	\$ 189.00	\$ -	per identifier	N/C
Directed Call Pickup without Barge In	DMA1E	\$ -	\$ 0.15	per identifier	N/C
Directed Call Pickup	DPG	\$ 100.00	\$ 5.00	per identifier	N/C
Conferencing-Station Controlled Small	DMS6P	\$ -	\$ 0.05	per identifier	N/C
Automatic Answer Back	DMSAA	\$ -	\$ 0.10	per identifier	N/C
Automatic Dial	DMSAD	\$ -	\$ 0.15	per identifier	N/C
Centrex Direct Connect	DMSAL	\$ -	\$ 0.25	per identifier	\$ 5.00
Group Intercom	DMSGC	\$ -	\$ 2.00	per identifier	N/C
Last Number Redial	DMSLR	\$ -	\$ 0.10	per identifier	N/C
Speed Calling-Network	DMSNS	\$ -	\$ 0.75	per identifier	N/C
Preset Conference	DMSPC	\$ -	\$ 1.00	per identifier	N/C
Privacy Release	DMSPR	\$ 5.00	\$ 0.25	per identifier	\$ 5.00
Point to Point Intercom	DMSTC	\$ -	\$ 0.10	per identifier	N/C

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Query Time and Day	DMSTD	\$ -	\$ 0.10	per identifier	N/C
Speed Call Short	DP8	\$ -	\$ -	per identifier	\$ 5.00
Distinctive Ringing system	DRR	\$ 201.00	\$ 5.00	per identifier	N/C
Distinctive Ringing DMS Line	DRR++	\$ -	\$ 0.15	per identifier	\$ 5.00
Direct Station Selection Busy Lamp Field	DSBLF	\$ 5.00	\$ 0.35	per identifier	\$ 5.00
Call Pickup Line	E3P	\$ -	\$ 0.10	per identifier	\$ 5.00
Call Forward Internal / External Splits Don't Answer	E7GDA	\$ -	\$ 0.10	per identifier	\$ 5.00
Call Hold	EAB	\$ -	\$ 0.08	per identifier	N/C
Call Forward over Private Facilities line feature	EAP	\$ -	\$ 2.00	per identifier	N/C
Call Forwarding/ Variable Limited	EAT	\$ -	\$ 0.15	per identifier	N/C
Call Forward over Private Facilities system feature	EAY	\$ 696.00	\$ 60.00	per identifier	N/C
Electronic Directory Service inactive	EDNLL	\$ -	\$ -	per identifier	N/C
Electronic Directory Service communications line	EDOBD	\$ -	\$ -	per identifier	N/C
Electronic Directory Service active	EDQAP	\$ -	\$ -	per identifier	N/C
Electronic Directory Service	EDSSF	\$ 714.43	\$ 47.50	per identifier	\$5 Chg; NRC applies for moves/adds
Executive Message Waiting	EMWEX	\$ 30.00	\$ 0.51	per identifier	NRC Applies for additional

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
					Service
Call Forwarding/ Variable Unlimited	ESMCS	\$ -	\$ 0.15	per identifier	N/C
Call Forward per key	ESMPK	\$ 5.00	\$ 0.35	per identifier	\$ 5.00
Message Waiting	EWB	\$ 30.00	\$ 0.10	per identifier	N/C
Station Call Request with Stutter Dial Tone	EWS	\$ 30.00	\$ 0.10	per identifier	N/C
Flexible Route Selection Basic	FRSBA	\$ 810.00	\$ -	per identifier	N/C
Flexible Route Selection Additional Pattern	FRSPT	\$ 90.00	\$ -	per identifier	\$ 35.00
Fast Transfer	FSTXR	\$ 5.00	\$ 0.15	per identifier	NRC Applies for additional Service
ISDN Group Intercom	GRPCM	\$ -	\$ -	per identifier	\$ 5.00
Hunting	HTG	\$ 30.00	\$ -	per identifier	\$30 + \$5 per strap for chg or addition to existing line
Key Short List	KSH	\$ -	\$ 0.10	per identifier	N/C
Circuit Switched Alternate Voice/Data on a B Channel	LCS1X	\$ -	\$ -	per identifier	\$ 5.00
Circuit Switched Voice Services on a B Channel	LCS5X	\$ -	\$ -	per identifier	\$ 5.00
Circuit Switched Data Services on a B Channel	LCS6X	\$ -	\$ -	per identifier	\$ 5.00
Last Number Redial Set	LNRDL	\$ 5.00	\$ 0.10	per identifier	NRC Applies for additional

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Incoming & outgoing Call line ID	LXO	\$ -	\$ -	per identifier	\$ 5.00
Additional use of B Channel Primary Directory Number	MADDC	\$ -	\$ -	per identifier	\$ 5.00
Meet Me Conference/30 Port	MMELG	\$ 185.00	\$ 115.00	per identifier	N/C
Meet Me Conference/6 Port	MMESM	\$ 150.00	\$ 35.00	per identifier	N/C
Privacy	MPVCY	\$ -	\$ -	per identifier	\$ 5.00
Music On Hold-System	MUS	\$ 210.00	\$ 5.00	per identifier	N/C
Music On Hold-Line	MUSES	\$ 7.00	\$ 0.10	per identifier	N/C
Music On Hold-System	MUSSY	\$ 210.00	\$ 5.00	per identifier	N/C
Message Center Message Waiting Indication	MW1DC	\$ 30.00	\$ 0.50	per identifier	NRC Applies for additional Service
Message Waiting Query	MWQRY	\$ 30.00	\$ 0.50	per identifier	NRC Applies for additional Service
On-Net Calling Capability	ONCSC	\$ -	\$ 0.25	per identifier	N/C
Closed User Group Restriction	PACC2	\$ -	\$ -	per identifier	\$ 5.00
Closed User Group	PACCG	\$ 56.99	\$ 0.95	per identifier	\$5 Chg; NRC applies for moves/adds
Closed User Group Member	PACCU	\$ -	\$ -	per identifier	\$ 5.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Additional Logical Channels - D Channel	PACLC	\$ -	\$ 1.00	per identifier	\$ 5.00
Additional Logical Channels-B Channel	PACMC	\$ -	\$ 4.75	per identifier	\$ 5.00
Permanent Virtual Circuits	PACPV	\$ 56.99	\$ 3.80	per identifier	\$5 Chg; NRC applies for moves/adds
Privacy Release	PRLKY	\$ -	\$ -	per identifier	\$ 5.00
Query Busy Station	QBS	\$ 8.50	\$ 1.50	per identifier	\$ 8.50
Remote Access to Call Forwarding	RAFCA	\$ 7.00	\$ 0.10	per identifier	N/C
Originating Line Select	RGLNS	\$ 5.00	\$ 0.35	per identifier	\$ 5.00
Terminating Line Select	RGTLS	\$ 5.00	\$ 0.35	per identifier	\$ 5.00
Repeated Alert	RPTAL	\$ 5.00	\$ 0.10	per identifier	\$ 5.00
Interior Station	RX5AX	\$ 25.00	\$ 0.35	per identifier	\$ 25.00
Primary Station Line Message Waiting Lamp	RXE++	\$ 70.00	\$ 8.00	per identifier	\$ 70.00
Tie Line Termination	RXN++	\$ 142.49	\$ 65.00	per identifier	NRC Applies for additional Service
Shared Directory Numbers	SA2A+	\$ -	\$ 0.20	per identifier	\$ 5.00
Additional B Channel Primary Directory Number	SAVH+	\$ -	\$ -	per identifier	\$ 5.00
Centrex-IS Primary Station Line	SDNA+	\$ 70.00	\$ 0.50	per identifier	\$ 70.00

<b>Feature Name</b>	<b>Identifier</b>	<b>Non-Recurring Charge</b>	<b>Recurring Charge</b>	<b>Unit of Measure</b>	<b>Change Charge</b>
Secondary Directory Numbers	SEDN+	\$ 5.00	\$ 0.50	per identifier	\$5 Chg; NRC applies for moves/adds
Conferencing-Station Controlled Small 5ESS system	SWC	\$ 123.49	\$ 38.00	per identifier	N/C
Conferencing-Station Controlled Small 5ESS line	SWCLN	\$ 15.00	\$ -	per identifier	N/C
Semi or Fully Restricted Line	TGSRF	\$ -	\$ -	per identifier	\$ 5.00
B Channel Packet Service	TPS2X	\$ 261.23	\$ 118.74	per identifier	\$5 Chg; NRC applies for moves/adds
D Channel Packet Service	TPS4X	\$ -	\$ -	per identifier	\$ 5.00
Calling Number ID Block, Call Review, Time & Display	PDDL3	\$ -	\$ -	per identifier	\$ 5.00
Universal Number/ Alternate Route, Tie line termination-per termination	UNF	\$ -	\$ 0.15	per identifier	N/C
Universal Number/Alternate Route, Route Patterns-per pattern	UNP	\$ 30.00	\$ 0.15	per identifier	\$ 75.00
Universal Number/ Alternate Routing	UNR	\$ 7,350.00	\$ 25.00	per identifier	NRC Applies for additional Service
Secondary Virtual Directory Numbers	VDN++	\$ 5.00	\$ 0.05	per identifier	N/C
EBS Primary Station Line	RXC++	\$ 70.00	\$ 2.15	per identifier	\$ 70.00
Virtual Directory Number	VDP++	\$ 5.00	\$ 0.45	per identifier	N/C
ISDN Group Intercom	XCMDM	\$ -	\$ -	per identifier	\$ 5.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Sectional Billing-Agency Account	ZZFAG	\$ 25.00	\$ 0.10	per identifier	N/C
Sectional Billing for the Pilot Account	ZZFPA	\$ -	\$ 0.10	per identifier	N/C
Availability Control	93B	\$ 46.50	\$ 27.60	per identifier	\$ 30.00
Information Services Call Blocking	CL9	\$ -	\$ -	per identifier	\$28.50 per Centrex system + \$4.75 per line
Non Verified Forced Account Codes - System	CMDSY	\$ 14.25	\$ 7.60	per identifier	N/C
Non Verified Forced Account Codes-Line	CMDFC	\$ -	\$ -	per identifier	N/C
Non Verified Non-Forced Account Codes-Line	CMDNF	\$ -	\$ -	per identifier	N/C
Verified Forced Account Codes - Option 3	DGACA	\$ 19.00	\$ 5.00	per identifier	N/C
Verified Forced Account Codes - Option 3	DGACB	\$ 19.00	\$ 5.00	per identifier	N/C
Verified Forced Account Codes - Option 3	DGACC	\$ 19.00	\$ 5.00	per identifier	N/C
Verified Forced Account Codes - Option 3	DGACD	\$ 19.00	\$ 5.00	per identifier	N/C
Verified Forced Account Codes - Option 4	DGACE	\$ 23.75	\$ 5.00	per identifier	N/C
Area Wide Centrex Telecommute Stations	AWCX4	\$ 8.00	\$ 3.88	per identifier	AWCX5 OR AWCXC APPLIES
Executive Busy Override Exempt	DMSBR	\$ 4.75	\$ 0.47	per identifier	\$28.50 for the Centrex system + \$4.75 for each

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
					line
Speed Calling Group 30 Code Fixed	E2G	\$ 4.75	\$ 0.95	per identifier	\$28.50 for the Centrex system + \$4.75 for each line
Speed Calling Fixed Indiv 6 Code	E3G	\$ 4.75	\$ 0.47	per identifier	\$28.50 for the Centrex system + \$4.75 for each line
Fac Restriction Level Route	FRK++	\$ 4.04	\$ 0.14	per identifier	\$ 4.75
CENTREX Interior Station Line	RUV	\$ 23.75	\$ 3.74	per identifier	\$28.50 per Centrex system + \$4.75 per line
Off-Prem Extension Line	RVY	\$ 16.15	\$ 10.45	per identifier	\$28.50 per Centrex system + \$4.75 per line
Off Prem Extension Line	RVY++	\$ 16.15	\$ 10.45	per identifier	\$28.50 per Centrex system + \$4.75 per line
Call Diverting	RXL	\$ 4.75	\$ 0.52	per identifier	\$28.50 for the Centrex system + \$4.75 for each line
Interior Station Line	RX5 / RX5AX	\$ 25.00	\$ 0.35	per identifier	\$ 25.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Basic Centrex Feature	RXBJ+	\$ -	\$ 30.83	per identifier	\$ 94.99
Access Advantage Plus Centrex Station Line	RXGA1	\$ 40.00	\$ 8.45	per identifier	Tariff I/C applies depending on change being made

## Voice DNA Services

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Voice DNA with Standard Feature Package (In six major metropolitan areas: Sacramento, Oakland, San Francisco, San Jose, Los Angeles and San Diego)	70454	\$ 100.00	\$ 10.85	Subscriber	
Voice DNA with Standard Feature Package (Outside of six major metropolitan areas)	70454a	\$ 300.00	\$ 18.00	Subscriber	
Voice DNA with Enhanced Feature Package (In six major metropolitan areas: Sacramento, Oakland, San Francisco, San Jose, Los Angeles and San Diego)	70455	\$ 100.00	\$ 12.85	Subscriber	
Voice DNA with Enhanced Feature Package (Outside of six major metropolitan areas)	70455a	\$ 300.00	\$ 20.00	Subscriber	
Voice DNA with Premium Feature Package (In six major metropolitan areas: Sacramento,	70456	\$ 100.00	\$ 17.85	Subscriber	

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Oakland, San Francisco, San Jose, Los Angeles and San Diego)					
Voice DNA with Premium Feature Package (Outside of six major metropolitan areas)	70456a	\$ 300.00	\$ 25.00	Subscriber	
Audio Conferencing	70457	\$ 100.00	\$ 12.50	Subscriber	
Attendant Console	70458	\$ 100.00	\$ 50.00	Subscriber	
Call Distribution Module	70459	\$ 100.00	\$ 56.00	Per Queue	
Centrex Interoperability Service	D6PAD	\$ -	\$ 0.85	per subscriber	

## Support

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
ATR Support I – See Note 1	TRGV13	\$ 0.00	\$ 94.00	Per Hour	N/C
ATR Support II – See Note 1	TRGV14	\$ 0.00	\$ 125.00	Per Hour	N/C
ATR Support III – See Note 1	TRGV15	\$ 0.00	\$ 138.00	Per Hour	N/C
Business Intelligence Solutions:	TRGV16	\$ 0.00	\$ 165.00	Per Hour	N/C
Overtime Charges – See Note 2	TRGV13 TRGV14 TRGV15 TRGV16	\$ 0.00	\$ 50.00	Per Hour	N/C

Premium Charges -- See Note 3	TRGV13 TRGV14 TRGV15 TRGV16	\$ 0.00	\$ 100.00	Per Hour	N/C
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Note 1 - Regular rates are used for work performed during normal Business Day - 8:00 a.m. - 5:00 p.m., Monday through Friday, excl. State Holidays.  
Note 2 - Overtime charges are additional per hour rates for work performed from 5:00 p.m. to 8:00 a.m., Monday through Friday and all day Saturday.  
Note 3 - Premium Charges are additional per hour rates for work performed anytime on Sunday and/or State holidays.

## Verizon Centrex

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Primary Station Lines (Bundled)	RXR++/ JCP++, AAFTX, AAF/BAF, E8A, EMW	\$ 70.00	\$ 6.40	LINE	\$ 70.00
Verizon-Centranet Feature Package 1000 (Bundled)	CNET1- EAT, ESMCS, E6GUR, E9GUR, EAB, E3P, E6CCS, HTG, BRT, DMSLR, ESHC6	\$30.00	\$1.37	USOC	\$ -
Call Forwarding-variable	EAT/ESMCS	\$ 0	\$0.15	USOC	\$ -
Call transfer/consultation hold	E8A / GECFA	\$ 0	\$ 0	USOC	\$ -
Call Forwarding-Busy	E6GUR	\$ 0	\$0.07	USOC	\$ -
Call Forwarding-Don't answer	E9GUR	\$ 0	\$0.07	USOC	\$ -
Call Hold	EAB	\$ 0	\$0.08	USOC	\$ -
Call Pick up per line	E3P	\$ 0	\$ 0.10	USOC	\$ -
Call Waiting Incoming -- ea station	E6CCS	\$ 0	\$0.10	USOC	\$ -
Hunting	HTG	\$30.00	\$0.50	USOC	\$ -
Distinctive Ring per line 5E	BRT	\$ 0	\$0.10	USOC	\$ -
Last number redial	DMSLR	\$ 0	\$0.10	USOC	\$ -
Speed Calling	ESHC6	\$ 0	\$0.10	USOC	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Verizon-Centranet Feature Package 2000 (Bundled)	CNET2- EAT, ESMCS, E6GUR, E9GUR, EAB, E3P, E6CCS, HTG, BRT, DMSLR, ESHC6, DLGRP, DMSCP, SPD30	\$30.00	\$2.97	USOC	\$ -
Call Forwarding-variable	EAT/ESMCS	\$ 0	\$0.15	USOC	\$ -
Call transfer/consultation hold	E8A / GECFA	\$ 0	\$ 0	USOC	\$ -
Call Forwarding-Busy	E6GUR	\$ 0	\$0.07	USOC	\$ -
Call Forwarding-Don't answer	E9GUR	\$ 0	\$0.07	USOC	\$ -
Call Hold	EAB	\$ 0	\$0.08	USOC	\$ -
Call Pick up per line	E3P	\$ 0	\$ 0.10	USOC	\$ -
Call Waiting Incoming – ea station	E6CCS	\$ 0	\$0.10	USOC	\$ -
Hunting	HTG	\$30.00	\$0.50	USOC	\$ -
Distinctive Ring per line 5E	BRT	\$ 0	\$0.10	USOC	\$ -
Last number redial	DMSLR	\$ 0	\$0.10	USOC	\$ -
Speed Calling	ESHC6	\$ 0	\$0.10	USOC	\$ -
Call back	DLGRP	\$ 0	\$0.75	USOC	\$ -
Call park	DMSCP	\$ 0	\$0.75	USOC	\$ -
system speed call-30	SPD30	\$ 0	\$0.10	USOC	\$ -
Verizon-Centranet Feature Package 3000 (Bundled)	CNET3- EAT, ESMCS, E6GUR, E9GUR, EAB, E3P, E6CCS, HTG, BRT, DMSLR, ESHC6, DLGRP DMSCP, SPD30, DMSEB, SPC30	\$30.00	\$3.72	USOC	\$ -
Call Forwarding-variable	EAT/ESMCS	\$ 0	\$0.15	USOC	\$ -
Call transfer/consultation hold	E8A / GECFA	\$ 0	\$ 0	USOC	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Call Forwarding-Busy	E6GUR	\$ 0	\$0.07	USOC	\$ -
Call Forwarding-Don't answer	E9GUR	\$ 0	\$0.07	USOC	\$ -
Call Hold	EAB	\$ 0	\$0.08	USOC	\$ -
Call Pick up per line	E3P	\$ 0	\$ 0.10	USOC	\$ -
Call Waiting Incoming – ea station	E6CCS	\$ 0	\$0.10	USOC	\$ -
Hunting	HTG	\$30.00	\$0.50	USOC	\$ -
Distinctive Ring per line 5E	BRT	\$ 0	\$0.10	USOC	\$ -
Last number redial	DMSLR	\$ 0	\$0.10	USOC	\$ -
Speed Calling	ESHC6	\$ 0	\$0.10	USOC	\$ -
Call back	DLGRP	\$ 0	\$0.75	USOC	\$ -
Call park	DMSCP	\$ 0	\$0.75	USOC	\$ -
system speed call-30	SPD30	\$ 0	\$0.10	USOC	\$ -
executive busy override	DMSEB	\$ 0	\$0.25	USOC	\$ -
Speed Calling 30-individual	SPC30	\$ 0	\$0.50	USOC	\$ -
Verizon-Resale GTE CLASS	GECAA	\$ -	\$ 5.00	USOC	\$ -
Verizon-Station to Station Dialing	GEFCB	\$ -	\$ -	USOC	\$ -
Verizon-Toll Restriction	GEFCF	\$ -	\$ -	USOC	\$ -
Verizon-Feature Package ARS/FRS programming	GECFD	\$ -	\$ -	USOC	\$ -
Verizon-Remote Access to Feature	GECFE	\$ -	\$ -	USOC	\$ -
Verizon-Message Detail Recording	GECHF	\$ -	\$ -	USOC	\$ -
Verizon-Auto Busy Redial	GECFG	\$ -	\$ 0.75	USOC	\$ -
Verizon-Paging Interface	GECFH	\$ 105.00	\$ 26.85	USOC	\$30.00
Verizon-1-100 Line Move/Change	GECF1	\$ 190.00	\$ 85.00	USOC	\$30.00
Verizon-101-200 Line Move/Change	GECFJ	\$ 350.00	\$ 140.00	USOC	\$30.00
Verizon-201-500 Line Move/Change	GECFK	\$ 800.00	\$ 200.00	USOC	\$30.00
Verizon-501-1500 Line	GE CFL	\$ 1,850.00	\$ 300.00	USOC	\$30.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Move/Change					
Verizon-Over 1500 Line Move/Change	GEFCM	\$ 3,500.00	\$ 400.00	USOC	\$30.00
Verizon-Music On Hold Interface	GEFCN	\$ 210.00	\$ 5.00	USOC	\$30.00
Verizon-ARS/FRS Programming	GECFR	\$ 350.00	\$ -	USOC	\$350.00
Verizon-ARS Upgrade 6 Digit Routing	GECFQ	\$ 50.00	\$ 13.00	USOC	\$35.00
Verizon-ARS Upgrade 32 Pattern	GECFO	\$ 100.00	\$ 21.00	USOC	\$35.00
Verizon-ARS Upgrade 64 Pattern	GECFP	\$ 200.00	\$ 30.00	USOC	\$35.00
Verizon-Trunk Queuing	GEDFS	\$ 5.00	\$ 1.50	USOC	\$30.00
Verizon-Attendant Position Interface	GEFFT	\$ 200.00	\$ 200.00	USOC	\$30.00
Verizon-Toll Free Termination	GECFU	\$ -	\$ -	USOC	\$30.00
Verizon-Assume 9	GECFV	\$ -	\$ -	USOC	\$30.00
Verizon-Recorded Announcement	GECFW	\$ 150.00	\$ 13.00	USOC	\$30.00
Verizon-FRS 3 Digit/8 Pattern	GECEA	\$ 810.00	\$ 15.00	USOC	\$35.00
Verizon-FRS 3 Digit/32 Pattern	GECEB	\$ 80.74	\$ 1.90	USOC	\$35.00
Verizon-FRS 3 Digit/64 Pattern	GECEC	\$ 80.74	\$ 1.90	USOC	\$35.00
Verizon-FRS 6 Digit	GECED	\$ 50.00	\$ 13.75	USOC	\$35.00
Verizon-FRS Common Equipment	GECEE	\$ 474.96	\$ 223.23	USOC	\$474.96
Verizon-FRS Programming	GECEF	\$ 200.00	\$ 200.00	USOC	\$200.00
Verizon-MDR Common Equipment	GECFY	\$ 100.00	\$ 81.25	USOC	\$100.00
Verizon-Message Detail Recording	GEAFX	\$ 2.00	\$ 0.30	USOC	\$ 2.00
Verizon-Authorization Codes	GECEA	\$ 14.25	\$ 7.60	USOC	\$30.00
Verizon-Code Call Access	GECEB	\$ 100.00	\$ 25.00	USOC	\$30.00
Verizon-Dictation Access and	GECEC	\$ 100.00	\$ 25.00	USOC	\$30.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Control					
Verizon-Preferential Hunting	GE added	\$ 30.00	\$ 0.50	USOC	\$30.00
Verizon-Priority Queuing	GE added	\$ 25.00	\$ 1.00	USOC	\$30.00
Verizon-Stop Hunt	GE added	\$ 25.00	\$ 1.80	USOC	\$30.00
Verizon-Terminal Make Busy	GE added	\$ -	\$ 0.10	USOC	\$30.00
Verizon-Time of Day Route	GE added	\$ 560.00	\$ 10.00	USOC	\$30.00
Verizon-Exchange/Toll Message Diverting	GE added	\$ 4.75	\$ 0.52	USOC	see NXX or NPA
Verizon-Exchange/Toll Message per 10 NXX	GE added	\$ 195.00	\$ 35.00	USOC	\$50.00
Verizon-Exchange/Toll Message Diverting per 10 NPA	GE added	\$ 225.00	\$ 50.00	USOC	\$50.00
Verizon-Direct Connect	GE added	\$ 4.75	\$ 0.95	USOC	\$50.00
Verizon-Proprietary Interface	GE added	\$ -	\$ 5.00	USOC	\$30.00
Verizon-Pseudo Number	GE added	\$ -	\$ 6.00	USOC	\$30.00
Verizon-Dedicated Instant Call Access-per System (ICA)	GE added	\$ 2,000.00	\$ 1,000.00	USOC	\$2,000.00
Verizon-Dialup Instant Call Access-per System (ICA)	GE added	\$ 1,000.00	\$ 500.00	USOC	\$1,000.00
Verizon-Call Tracing	GE added	\$ -	\$ 6.00	USOC	\$30.00
Verizon-VIP Alert	GE added	\$ -	\$ 4.00	USOC	\$30.00
Verizon-Call Number ID 2-25 Lines	GE added	\$ 5.70	\$ 7.12	USOC	\$30.00
Verizon-Call Number ID 26-50 Lines	GE added	\$ 5.70	\$ 7.12	USOC	\$30.00
Verizon-Call Number ID Over 50 Lines	GE added	\$ 5.70	\$ 7.12	USOC	\$30.00
Verizon-Select Call Block	GE added	\$ -	\$ -	USOC	\$ -
Verizon-Database Change--Minor	GE added	\$ 25.00	\$ -	USOC	\$25.00
Verizon-Database Change--Routine	GE added	\$ 50.00	\$ -	USOC	\$50.00
Verizon-Database Change--Major	GE added	\$ 100.00	\$ -	USOC	\$100.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Verizon-Multi-location Centrex Location Code/Extended Dial Plan 3-25 Lines	GECGA	\$ 8.00	\$ 1.95	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Multi-location Centrex Location Code/Extended Dial Plan 26-50 Lines	GECGB	\$ 195.00	\$ 35.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Multi-location Centrex Location Code/Extended Dial Plan 51-100 Lines	GECGC	\$ 225.00	\$ 50.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Multi-location Centrex Location Code/Extended Dial Plan 101+ Lines	GECGD	\$ 270.00	\$ 75.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Portable Extension Dial Plan 2-25 Lines	GECGE	\$ 170.00	\$ 25.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Portable Extension Dial Plan 26-50 Lines	GECGF	\$ 195.00	\$ 35.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Portable Extension Dial Plan 51-100 Lines	GECGG	\$ 225.00	\$ 50.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
Verizon-Portable Extension Dial Plan 101+ Lines	GECGH	\$ 270.00	\$ 75.00	USOC	Locaton:\$65.00; 1st 25 #s:\$55.00; Add #s: \$1.00
Verizon-Intercom Calling 2-25 Lines	GECG1	\$ -	\$ 2.00	USOC	\$ -
Verizon-Intercom Calling 26-50 Lines	GECGJ	\$ -	\$ 2.00	USOC	\$ -
Verizon-Intercom Calling 51-100 Lines	GECGK	\$ -	\$ 2.00	USOC	\$ -
Verizon-Intercom Calling 101+ Lines	GECGL	\$ -	\$ 2.00	USOC	\$ -
Verizon-ACD Feature Packages Basic Agent Feature Package	GECAF	\$ 75.00	\$ 2.50	USOC	\$75.00
Verizon-ACD Feature Packages Advanced Agent Feature Package	GECAG	\$ 75.00	\$ 2.50	USOC	\$75.00
Verizon-ACD Feature Packages ACD on Single Line Set	GECAH	\$ 10.00	\$ 22.50	USOC	\$10.00
Verizon-ACD Feature Packages Supervisor Feature Package per Line	GECAI	\$ 150.00	\$ 7.50	USOC	\$150.00
Verizon-ACD Multiple Line of Business Codes	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-ACD Overflow to Enqueued Calls	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-ACD Walkaway /Closed	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Agent Login/Logout	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Agent Queue	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Answer Agent	Included in ACD	\$ -	\$ -	USOC	\$ -

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of measure	Change Charge
	PKG				
Verizon-Attendant Console to ACD	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Automatic Overflow	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Call Agent	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Call Forcing	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Call Source ID	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Call Supervisor	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Call Transfer with Time	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Called Name /Number Display	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Controlled Interflow	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Delay Treatment	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Display Agents Summary	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Display Queue Status	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Distinctive Ringing	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Emergency Alerting	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Emergency Alerting Enhanced	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Emergency Answer	Included in ACD PKG	\$ -	\$ -	USOC	\$ -

<b>Feature Name</b>	<b>Identifier</b>	<b>Non-Recurring Charge</b>	<b>Recurring Charge</b>	<b>Unit of measure</b>	<b>Change Charge</b>
Verizon-Emergency Answer Backup	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Forced Agent Availability	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Incoming Call Queue	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Make Set Busy	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Multistage - Queue Status Display	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Music on Delay	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Night Treatment	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Not Ready	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Observe Agent	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Observe Agent from 2500 Set	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Overflow Enhancement	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Ring Threshold	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Set Not Ready	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Standard Announcement	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Supervisor Control of Night Service	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-System Speed Calling	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Three-Way Calling / Call Transfer to ACD	Included in ACD PKG	\$ -	\$ -	USOC	\$ -

<b>Feature Name</b>	<b>Identifier</b>	<b>Non-Recurring Charge</b>	<b>Recurring Charge</b>	<b>Unit of measure</b>	<b>Change Charge</b>
Verizon-Transfer to In-Calls Key	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Secondary Directory Number	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-MIS Data Stream Interface	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Additional Queue Slots	Included in ACD PKG	\$ -	\$ -	USOC	\$ -
Verizon-Supergroups	Included in ACD PKG	\$ -	\$ -	USOC	\$ -

### 6.1.2.9.4 Service Identifier: Local ACD MIS System

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
MIS for ACD (8 ports)	PTACDMIS08	\$ 29,880.34	\$ -	Per Center	\$ -
MIS for ACD (24 ports)	PTACDMIS24	\$ 33,668.78	\$ -	Per Center	\$ -
MIS for ACD (48 ports)	PTACDMIS48	\$ 33,668.78	\$ -	Per Center	\$ -
MIS for ACD (96 ports)	PTACDMIS96	\$ 44,454.28	\$ -	Per Center	\$ -
MIS for ACD (192 ports)	PTACDMIS192	\$ 60,340.50	\$ -	Per Center	\$ -
MIS for ACD (over 192 ports)	PTACDMIS192+	\$ 73,916.98	\$ -	Per Center	\$ -
MIS for ACD up to 8 agents - maintenance	PTACDMIS08x	\$ -	\$ 257.00	Ea month	N/A
MIS for ACD up to 24 agents - maintenance	PTACDMIS24x	\$ -	\$ 356.70	Ea month	N/A
MIS for ACD up to 48 agents - maintenance	PTACDMIS48x	\$ -	\$ 356.70	Ea month	N/A
MIS for ACD up to 96 agents - maintenance	PTACDMIS96x	\$ -	\$ 629.10	Ea month	N/A
MIS for ACD up to 192 agents - maintenance	PTACDMIS192x	\$ -	\$ 911.80	Ea month	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
MIS for ACD up to 192+ agents - maintenance	PTACDMIS192+x	\$ -	\$ 1,131.00	Ea month	N/A
ACD/MIS Service Bureau – Set Up Fee	PTSBSU	\$ 3,500.00	\$ -	per supervisor terminal	N/A
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 20 agents or less	PTSB20	\$ 5,400.00	\$ -	per supervisor terminal	N/A
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 30 agents or less	PTSB30	\$ 6,000.00	\$ -	per supervisor terminal	N/A
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 40 agents or less	PTSB40	\$ 6,600.00	\$ -	per supervisor terminal	N/A
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 50 agents or less	PTSB50	\$ 7,200.00	\$ -	per supervisor terminal	N/A
ACS/MIS Service Bureau – Annual Fee per Supervisor Terminal 60 agents or less	PTSB60	\$ 7,800.00	\$ -	per supervisor terminal	N/A
Stat-VU License 10 Agents	PTSTAT1	\$ 2,400.00	\$ -	ea	N/A
Stat-VU License 20 Agents	PTSTAT2	\$ 3,600.00	\$ -	ea	N/A
Stat-VU License 50 Agents	PTSTAT3	\$ 7,200.00	\$ -	ea	N/A
Stat-VU License 75 Agents	PTSTAT4	\$ 10,200.00	\$ -	ea	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Stat-VU Expansion 10 to 20 Agents	PTSTAT5	\$ 1,800.00	\$ -	ea	N/A
Stat-VU Expansion 10 to 50 Agents	PTSTAT6	\$ 5,400.00	\$ -	ea	N/A
Stat-VU Expansion 10 to 75 Agents	PTSTAT7	\$ 8,400.00	\$ -	ea	N/A
Stat-VU Expansion 20 to 50 Agents	PTSTAT8	\$ 4,200.00	\$ -	ea	N/A
Stat-VU Expansion 20 to 75 Agents	PTSTAT9	\$ 7,200.00	\$ -	ea	N/A
Stat-VU Expansion 50 to 75 Agents	PTSTAT10	\$ 3,600.00	\$ -	ea	N/A
Stat-VU 10 Agent Maintenance	PTSTAT11	\$ 552.00	\$ -	ea	N/A
Stat-VU 20 Agent Maintenance	PTSTAT12	\$ 828.00	\$ -	ea	N/A
Stat-VU 50 Agent Maintenance	PTSTAT13	\$ 1,656.00	\$ -	ea	N/A
Stat-VU 75 Agent Maintenance	PTSTAT14	\$ 2,346.00	\$ -	ea	N/A
External Wallboards - DL230M Monochrome	PTELWB1	\$ 2,400.00	\$ -	ea	N/A
External Wallboards - DL23C Tri Color	PTELWB2	\$ 3,480.00	\$ -	ea	N/A
Nortel MIS for ACD (8 ports)	NTACDMIS8	\$ 51,600.00	\$ 360.00	ea	N/A

Feature Name	Identifier	Non-Recurring Charge	Recurring Charge	Unit of Measure	Change Charge
Nortel MIS ACD (24 ports)	NTACDMIS24	\$ 51,600.00	\$ 360.00	ea	N/A
Nortel MIS CD (48 ports)	NTACDMIS48	\$ 57,889.20	\$ 422.40	ea	N/A
Nortel MIS ACD (96 ports)	NTACDMIS96	\$ 71,205.60	\$ 552.00	ea	N/A
Nortel MIS for ACD (192 ports)	NTACDMIS192	\$ 84,338.40	\$ 690.00	ea	N/A
Nortel MIS ACD (over 192 ports)	NTACDMIS192x	\$ 88,686.00	\$ 734.40	ea	N/A

## 6.1.11.2.3.c Service Availability

Service	Service Availability
<p><b>Central Office Exchange Basic Services</b>  Feature Name:  Communications Management Service  (VeraSMART)</p>	<p><b>Definition</b>  Unexcused Downtime. Measures success criteria of Application Software being Available to allow for End Users to access and successfully use Application Software (measured monthly).</p> <p><b>Measurement Process</b>  Calculated as the cumulative number of minutes of Unexcused Downtime during which the Application Software is not Fully Functional. Supplier's target is for the Application Software to be available to Customer 24 hours/day, 7 days/week, 365 days/year. Both parties shall make every reasonable effort to notify the other party of Unexcused Downtime as it occurs. Additionally, Veramark shall provide Customer with a yearly report on Unexcused Downtime</p> <p><b>Objectives</b>  Supplier's target is for the Application Software to be available to Customer 24 hours/day, 7 days/week, 365 days/year. The Application Software shall not have more than 180 minutes of Unexcused Downtime per month during the business hours of 8am– 8pm Eastern time Monday-Friday.</p> <p><b>Immediate Rights and Remedies</b>  DTS/STND Escalation Process</p> <p><b>Monthly Rights and Remedies</b>  Unexcused Downtime If, beginning the 4th month following the SLA Effective Date, the total Unexcused Downtime during the business hours of 8am–8pm Eastern time Monday-Friday exceeds 180 minutes during any calendar month, Supplier will provide Customer a credit equivalent to 2% of that month's Services charges for every hour of Unexcused Downtime in excess of three hours</p>